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ABSTRACT

This resume guide helps individuals in Australia develop a job application that will show employers the benefits of hiring that individual. The 11 sections of the guide explore the following topics: (1) preparing the resume; (2) checklist for the resume; (3) producing the resume; (4) sample resumes; (5) the job application letter; (6) sample letters; (7) follow-up letters; (8) student resume writing; (9) 11 sample resumes for 7 types of students; (10) sample letters for students; and (11) directory of Australian job seeker resources. Section 4, which forms the bulk of this document, contains 61 sample resumes and an index with the following headings: resumes for 12 special situations, resumes for 10 types of career changers, and resumes for 51 specific occupations. (NLA)

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The Australian Resume Guide

Making your job application work

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A Directory of Job Seeker Resources

Paul Stevens

The WORKLIFE Series

CE 061 608

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RÉSUMÉS FOR SPECIFIC OCCUPATIONS

- ACCOUNTANT
- ACCOUNTING CLERK
- ADVERTISING
- ARTS ADMINISTRATION
- ARTS MEDIA
- AVIATION
- COMPUTER OPERATIONS
- CORPORATE STRATEGY
- CREDIT CONTROL
- DATA PROCESSING
- DISTRIBUTION
- DRAUGHTSPERSON
- ELECTRONICS ENGINEERING
- ENVIRONMENT
- FINANCIAL MANAGEMENT
- FINANCIAL PLANNING
- FLIGHT ATTENDENT
- GENERAL MANAGEMENT
- HEALTH CARE
- HOSPITALITY
- IMPORT/EXPORT
- INVENTORY MANAGEMENT
- LIBRARIAN/INFORMATION MANAGEMENT
- MANAGEMENT CONSULTANT
- MARKET RESEARCH
- MARKETING
- MARKETING SERVICES
- MEDIA
- MINERALS
- OCCUPATIONAL HEALTH
- PACKAGING
- PERSONNEL
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- PROJECT MANAGEMENT
- PROPERTY DEVELOPMENT
- PUBLIC RELATIONS
- PUBLIC SERVICE
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- RETAIL
- SALES
- SECURITIES
- SOCIAL WORK
- SPORTS MEDICINE
- TELECOMMUNICATIONS
- TOURISM
- TRAINING
- TRANSPORTATION
- TRAVEL
- WAREHOUSING

The Australian Résumé Guide

Making Your Job Applications Work

An Explanation—Worklife

The Centre for Worklife Counselling often provokes comment about its name. The term 'worklife' was chosen to reflect our continuing work in research, counselling, training and publishing material which relates to improving people's enjoyment from their employment activities and other aspects of their lives. We do not accept the traditional view of career counselling—that is, to help people acquire satisfaction only from their working hours. We consider that occupational satisfaction can only occur when a person's total needs are included in the assessment of what is lacking and what needs to be done to increase inner well-being, improved relationships with others, and effective performance both at work and non-work activities. Ours is a holistic approach—we try to consider all features of a person at the same time as maintaining a respect for personal privacy by the use of non-threatening inquiries into thoughts and circumstances.

The Australian Résumé Guide

Making Your Job Applications Work

PLUS

A Directory of Job Seeker Resources

PAUL STEVENS

The Centre for Worklife Counselling
Sydney

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About the Author

After twenty-one years' employment experience as a Personnel Manager dealing with the problems of employer/employee relationships in the UK, Canada and Australia, Paul Stevens created The Centre for Worklife Counselling in 1980. His concern for individuals and their search for satisfaction in their work motivates his daily counselling and training activities, as well as his writing.

Paul has become nationally known as a counsellor, broadcaster and author of eighteen publications on worklife and career management issues.

While continuing his counselling practice, he has been engaged by organisations to advise on their career development activities and to assist organisational restructuring where it impacts the job satisfaction of employees. Paul has extended his work to include career support to members of Religious Orders. He is also engaged as a consultant to State Governments, devising innovative measures which assist both employer and employee to cope with change.

Books by Paul Stevens

The WORKLIFE Series, published by The Centre for Worklife Counselling, Sydney:

Career Transitions
Enjoy Your Worklife!
Strategies for Dual-Career Couples
Planning For Me!
Helping Your Child Choose a Career
Win That Job!
Stop Postponing the Rest of Your Life
Career Management Training Volumes I and II
Career Management: Whose Responsibility?
Handling Office Politics
How to Network and Select a Mentor
Career Strategies for the Ambitious

Other books by Paul Stevens:

Planning For Satisfying Work (Careerskills Centre, WA Dept of Employment & Training, under licence)
Your Job Search Organiser (Longman Cheshire/Pitman)
Winning At Work (Edward Arnold Australia/Hodder & Stoughton)
Work Life Crisis (William Brooks/Jacaranda)
Work Satisfaction (William Brooks/Jacaranda)
Staff Problems Solved (William Brooks)

About this Guide

This book is a practical workbook designed to help you apply for jobs in the most effective way. Many publications give advice on ways to prepare for and handle interviews. However, very few assist job seekers in clearing the first major hurdle in the search for a job—how to get an interview.

The aim of the *The Australian Résumé Guide* is to help you to develop a job application that will show an employer, or an employment agency consultant, the benefits of hiring you, and result in an interview invitation to discuss the vacancy.

The Guide gives well-proven advice and shows methods of presentation to make sure that you can produce the best possible job application. It provides details on how to construct a résumé (pronounced 'rez-yoo-may'). It also shows you how to create the other essential part of your job application—the letter which accompanies your résumé. There are also hints on writing, designing and typing the documents. These will help you make sure that your final job application presentation is appealing to the reader in content and visually.

In both cases, the Guide includes information on preparation, samples drawn from a wide range of occupations and checklists to help you construct your own drafts and ensure you include everything that is required.

It is important that you read most, if not all, the résumé samples—not just those relevant to your employment objective. The reason is that the résumés illustrate solutions to many 'awkward' career record problems, such as:

- Too many past jobs;
- Returning to workforce after long absence;
- Multiple careers background.

The sample résumés and job application letters are arranged into sections for:

- adult job seekers who are wanting to, or have to, change employers;
- those who are currently concluding their secondary or tertiary education.

Another section provides advice on how to compose suitable follow-up letters. More checklists and samples are included to help you write letters ranging from interview follow-up to accepting an offer of employment.

I am confident that the contents will contribute to your success. The techniques have been developed while helping over 2000 clients and participants of my job-seeking training courses accomplish a wide variety of career transitions over the past ten years. I believe that this Guide will help make your job applications successful. I am confident that if you pay close attention to all the recommendations, you will discover a great many good points which will help you develop your self-confidence in the difficult process of getting a worthwhile job.

Paul Stevens
Mosman, Sydney 1990

Preparation for Job Hunting	✓ Yes	No
• I have identified my assets in terms of skills, abilities and past achievements	☐	☐
• I have identified my preferences for using my skills	☐	☐
• I have thought about and defined my preferred work-life-style	☐	☐
• I have written notes which summarise my experience in terms of work, education and vocational activities	☐	☐
• I have identified personality characteristics that should be considered in selecting my next boss	☐	☐
• I know my feelings about the work environment setting I would like	☐	☐
• I have researched at least three career path possibilities	☐	☐
• I have talked to one or more in the field I am targeting	☐	☐
• I have identified the relevant actual job titles I am considering	☐	☐
• I have identified employers or people relevant to my career path choice	☐	☐
• I have an understanding of the different approaches used to obtain interviews	☐	☐
• I have identified additional skills-building needs I should acquire in my next job	☐	☐
• I have obtained past employer references	☐	☐
• I have prepared a good résumé and practised writing cover letters	☐	☐
• I have studied the interview process through relevant books, audio tapes and/or have had discussions with a counsellor	☐	☐
• I have identified sources of career transition help I might need	☐	☐
• I have reasonable alternatives in mind if unable initially to get my first choice	☐	☐
• I have talked over my best alternatives with significant others in my life	☐	☐

1 Preparing Your Résumé

The Importance of Your Résumé

If you put all your information in one long job application letter, you lessen your chances of being chosen for an interview over other applicants. Sending a résumé with a short covering letter is the best approach. It will, however, take more than one attempt to get it right. Most people need to write several drafts before they achieve the best possible result.

It's hard work writing your résumé, but it's a very important part of your job seeking. If it's well arranged, the résumé will serve as a statement of your value to a prospective employer.

The résumé should contain all the details necessary for applying for any job you want in your chosen occupation. (During your search you are likely to be applying for many.) A covering letter is then used to highlight the parts of your résumé most relevant to each particular vacancy.

You must be prepared to apply considerable effort to make information about yourself easy to understand. Any obstacle to comprehension is likely to lose you invitations for interview. It is not the reader's job to interpret what you are communicating. Your words should speak plainly so that no interpretation is required.

Your Value to Employers

Each person can find examples from their past which will show different qualities to prospective employers. When you are preparing a job application, it is not the time to be modest. Tell the reader what you *have* done. You should include examples in your résumé of your achievements and capabilities stated in such a way that they relate to the occupation for which you are applying.

Benefits of Your Résumé

Preparing your résumé before you write your job application letter gives you a clear and orderly picture of your talents and your qualifications for employment. Your covering letter allows the employer to get more of an idea of the sort of person you are through the way you write. If the employer is impressed by your letter, it is more likely that your résumé will be read with care.

Your résumé will help to give you a much better chance of being invited for an interview. The time you spend preparing it will also help you in face-to-face discussions with prospective employers. Interviewers tend to ask questions based on your written application. After you have worked hard preparing it, you will be able to speak confidently about the contents.

A well-organised job application often sells you as a strong candidate even before an interview. Frequently, this results in fewer questions for you to answer about yourself and leaves more time during the interview for you to ask questions and learn whether the job on offer is what you really want.

Preparing a Résumé

When seeking a job, your first task is to work out what skills are demanded

and what skills you have and want to offer. You can then set them out in a convincing way which will appeal to prospective employers.

Most employers, on average, spend less than one minute on their first reading of a job application. That's a frightening thought: your carefully written résumé and letter will be skimmed through in less than sixty seconds! So it is up to you to capture their interest in that time. Once they are interested, they will read it more thoroughly.

How you arrange information about yourself is important. Think about some of the printed advertisements that have gained your attention. The advertiser puts a lot of time and effort into the wording and design of advertisements when trying to sell a product. Your task is the same—except that you are the product you are trying to promote. You need to be seen as more appealing than other applicants.

Beginning the First Draft

When you begin the first draft of your résumé, keep in mind that you need to be clear and to the point. Above all, use correct expression and spelling. (If in doubt, ask for advice from someone who, in your opinion, writes well.)

The people who are going to read your résumé will ask themselves three main questions: Who is this applicant? What sort of job does this person want? What abilities or skills is this person offering?

Keep your résumé brief—it's best if your finished (typed) version is no longer than two pages. Additional information about your career record can be taken to the interview and handed over then.

There is, however, no set rule regarding the length of résumés. The discipline of striving for a two page résumé is useful as it encourages you to record only pertinent information and not data which has little or no value towards securing an interview invitation.

Highlight your best points and arrange the information so that you make a good impression in a short time. When designing the first page, place your name in the centre at the top. You will be helping the employer to contact you more easily if you place your telephone number prominently on your résumé—such as at the top, below your name.

You may place your personal information (address, etc.) at the end of your résumé. Even though your address will also be on your covering letter, make sure you repeat it in your résumé. This is important, because the letter and the résumé may become separated and mixed in with other papers in the employer's offices.

If you choose to include your age, use your date of birth rather than your age—then you will not have to revise your résumé after each birthday!

Don't waste space. For instance, there is no need to put the State in your address if you give the postcode. If you have a temporary address include it, as well as your permanent home address. Another thing, it is better to supply the address of the place where you live rather than to give a post office box number.

☛ Your résumé is a sales document promoting a very important product—YOU

Résumé: Career Objective
A (function) position where my ability in (primary skills)
will result in (outcome[s])

Your Career Objective
The first section of your résumé (beneath your name) should comprise a sentence that outlines your career objective. Many find this the hardest section to write. Several attempts may be required before you are satisfied with the result.

If you are uncertain about your career goals, I have written and published two books which will help you. They are *Planning For Me! Setting Personal Goals* and *Stop Postponing The Rest of Your Life: Achieving Career Satisfaction.*

Use of Section Headings
Your résumé should be arranged into sections. Often applicants do not give these section headings much thought, yet they are a really good way of making your résumé stand out from others. If the section heading is interesting, then the reader is likely to pay more attention to the information in that section.

The use of interesting headings is not the only way you can draw attention to a section. You can put the heading in capital letters, underline it, centre it above the section, or put it opposite the section data in a wide margin. (The sample résumés illustrate these techniques.)

List Your Achievements
The main part of your résumé should be made up of brief sections that describe your achievements: these may cover working experience, education, training, community service, and other activities.

In your résumé, you are attempting to present yourself as an interesting and capable person—so you must impress the reader with your background by giving facts—not making general statements.

Begin Each Achievement with an Action Verb
Searching your past for these facts and choosing the most suitable ones for your résumé is not easy. Also, it is often difficult to write about them clearly and briefly. One way to make it easier is to use action verbs, such as those in the following list:

achieved	attained
awarded	coached
compiled	created
designed	developed
directed	improved
initiated	learnt
obtained	organised
participated in	planned
prepared	presented
produced	supervised
trained	wrote

These should be placed at the beginning of sentences which describe something you have done. By using verbs in this way, you can avoid the repetitive 'I'. Few things give a worse impression on a page—be it your letter or résumé—than sentence after sentence starting with 'I'. Also, it can make you sound very self-centred.

☛ Read through all the sample résumés in this Guide carefully

Consider All Your Skills

The samples are excellent models for you to learn from, since they incorporate many years of practical, professional experience and research in résumé preparation.

Consider what each one tells you about the applicant. Each shows an employer that the people who wrote them knew about hard work and responsibility, and that they achieved something as a result.

If you read only the sample résumé(s) directly relating to your career goal, you will not obtain the full value from using this Guide. The facts stated in the résumés are important because they tell an employer that the applicants have skills which can be transferred to the vacancy.

Not all jobs require the same skills. However, many skills are useful in all jobs—examples include:

The ability:

- to communicate well (both verbally and in writing);
- to work towards objectives;
- to solve problems;
- to work within time limits and schedules.

Statements showing that you have acquired some or all of these skills will take time to prepare—but it is worth spending that time. The sample résumés will help you.

Employers can quickly see whether you have suitable educational and technical skills for certain jobs by looking at the subjects you have studied, your results and where that study took place. Most job applicants, however, stop at that point and just add the names of past employers and job titles—and so miss an opportunity to describe other valuable skills that their career record has given them.

Résumé Writing Process

1. Gather information on self
2. Select occupational and industry target
3. Decide what is relevant
4. Select section headings
5. Draft résumé content
6. Allow 'incubation' period
7. Revise draft
8. Review it with others ... revise again!
9. Secure a first-class secretarial service

Career Record
The following paragraphs will help you compile the Career Record section of your résumé.

Job title
This term is used for the name given to your position. In many cases you may not have had an official title, so it is up to you to define the job as clearly as possible with a suitable term.

There is no law which requires you to record in your résumé the job title allocated to you by current or past employers. You therefore have an opportunity to compose a term which conveys in the clearest possible way the nature of the job tasks you carried out. Using titles like Clerk, Administration Class 1 or Trainee Manager convey very little to the reader. Leave out terms such as Trainee, Junior, Intermediate or Senior. Designate yourself by what you did, such as Engineer, Book Designer, Personnel Officer, etc.

Think about the nature of the tasks you were engaged in and use a term which unambiguously conveys what you did.

I recently undertook an exercise to list all the job titles in use within the Human Resource Management family of job activities. By the time I had reached thirty-eight I gave up. However, the exercise provided a wider range of titles to select from than I thought possible when I started the exercise.

Nature of employer's business
A brief description—such as 'take-away food', 'timber merchants' or 'electrical goods wholesalers'—is all that is required here.

Period of employment
List the month and year in which you started and finished each position, or the total period in months, i.e. 24 months.

My major accomplishments, contributions or achievements
Outline the things you feel you did well in the job. Did you, for instance, increase sales or efficiency in some small way? Did you improve some part of the the job?

What to Leave Out
You will need to decide to what degree you wish to share personal data with someone you have not yet met. My recommendation is that you leave out the following:

- Reasons for Leaving Previous Employers.
- Your Citizenship.
- Place of Birth.
- Spouse's Occupation.
- Current or Past Remuneration Details.
- Salary Expectations.
- Religion.
- Weight.
- Height.
- Health.
- Photographs.
- Untruths.

- Weaknesses.
- Children's Names and Ages.
- Hobbies.
- Marital Status.
- Number of Children.
- Details of Primary Education and Location of School.

References and Referees

There are three ways of providing your references when you apply for a job:

1. You can attach copies of written references to your job application letter and résumé when you mail these to prospective employers;
2. You can make a statement in your résumé or letter that the names of referees will be provided on request or at your interview;
3. You can include near the end of your résumé—under a section headed, 'Referees' or 'People Who Know Me Well'—a list of people who may be contacted by your prospective employers.

The first way is not recommended. The employer, realising that you will only include a written reference if it is good, may not be convinced that the references you have provided give the full picture of you as a person. References included with your letter take time to read and make your job application bulky. Often they have to be folded and, because they are typed in different styles, tend to make your application look messy. Besides this, they often make you sound like a perfect person—which no one is! A better idea is to take these references with you to an interview in case you are asked for them.

The second way is the easiest. It tells the employer that there are people who will give you a reference. It takes up very little space and avoids sending extra sheets of paper. This method allows the employer to tell you what type of referees he or she would like to contact. For example, some employers might prefer references from lecturers or teachers who know your learning abilities and habits; some might wish to contact people who supervised you at work; and others want references from people who know you through sporting or community activities.

The third way—that of including the names of referees in your résumé—is acceptable if you follow these steps:

- Name only two referees, or three at the most;
- Do not name a referee unless you have first made sure that the person is willing to talk about you to an employer if required;
- Include the referee's full name, occupation, address and telephone number—home and work;
- Choose referees who have had close contact with you or supervised you while you carried out your work. This is more important than whether the referee holds a high position.

Prospective employers will not always contact your referees, however your

list is useful as it shows that you know people who can comment on your character and ability to work.

Letters of Commendation
A way to draw further attention to your references is to take to an interview a letter of commendation or praise that you may have received. If you have clippings that show you in a good light, you may also strengthen your chances of being considered for a job. This sort of information is often bulky, which is why it should not accompany your job application but be kept in a folder to take to interviews.

Another way of avoiding the problem of sending photocopies of extra letters or clippings with your job application is to include short quotations from them in your résumé. You may have received letters praising your performance during work or school. If they have been written by managers, supervisors or teachers—and if you feel that a short quotation would have a useful place in your résumé—then include a sentence or two in a suitable section.

Spare Copies of Your Résumé
Take five or more spare copies with you when attending interviews. You are likely to meet more people than just the one with whom the interview appointment has been made.

At the beginning of each separate interview, hand the interviewer a copy of your résumé. It is likely that your original résumé has not been copied for the information of these additional interviewers.

If you are to meet an employer following an interview with a recruitment agency, it is also highly likely that your résumé has been re-written by the agency staff. My preference is for the employer interviewer to read my version of myself, not some other person's interpretation of me. So hand across your version of yourself.

Other Uses for Your Résumé
Your résumé can be used to prepare for the questions you are likely to be asked at an interview. Before each interview, read several times through the information you have given the employer in your résumé. You should know thoroughly by now what you have written and this will help you to answer the interviewer's questions with confidence.

A copy of your résumé should be sent to each of your referees so that they are familiar with exactly what types of employment you are seeking. A telephone call to brief them on specific vacancies is also useful and diplomatic—how can they best support your application unless they know what you are applying for?

Your Résumé Helps You:

- Commit to specific career goals
- Feel in control
- Be able to choose your own direction
- Rehearse for interview questions
- Be more confident of success

When your job search is over, you can use your résumé for other purposes. Remember, you have written it as a statement of your achievements and your capability to earn money. Here are some further possible uses for your résumé:

- as additional information for a loan application to a bank, building society or finance company;
- as a useful summary of your achievements when applying for membership of professional associations, sporting or social clubs or community service organisations;
- as a support to accompany tertiary education applications (especially mature-age applicants), scholarships or sponsorships.
- as a character reference if you are ever summoned to court for an offence (ask your solicitor first);
- as a guide for friends who are starting to search for jobs and want help in designing their own résumés;

Store Your Résumé

File a copy of your completed résumé in a safe place. It is likely that you will change employers again or find it useful for internal job applications where you work, and you can save time by referring to what worked best for you in the past.

Golden Rules for Résumé Writing

- Direct your data in terms of benefits to the employer, not the benefits you want.
- Describe your abilities, potential and things you can do for the employer by using your past experience as proof to support the claims you make.
- Emphasise how well you perform your tasks rather than leave this to conjecture.
- Tell what you have accomplished rather than describe your responsibilities. They are not the same. Do this in terms of increased profits, money saved, production increased, etc.
- Explain long breaks in employment continuity in your covering letter.
- Avoid going into excessive detail about education and personal details.
- Avoid the use of such terms as 'synopsis of résumé', 'amplified résumé', 'confidential résumé'.
- Underline, capitalise, centre or use bold print for headings to emphasise information.
- Do not cram your résumé. It gives it a cluttered look and turns people off.
- Leave plenty of white space on each page.
- Keep at least a 2.5 cm margin on either side of your paper.
- Paragraphs must be short. Double space between paragraphs.
- Do not date your résumé. You don't want this year's date on next year's mailings.

2 Checklist for Your Résumé

Checking Over Your Résumé

When your résumé is in draft form, it is best to check it thoroughly before it is typed. Examine your résumé closely as you read through the following checklists. You may be surprised to discover how worthwhile such a check can be. Even though you have already spent a lot of time and effort writing your résumé, you may still find you need to make some important changes. If made now, such changes may save you losing opportunities for interviews.

Check your résumé carefully against each question. Answer the question by putting a tick in either of the columns. When you've finished the checklist, you'll know what aspects need changing to make your résumé more impressive.

Structure

	✓ Yes	No
• Is your name at the top of each page?	☐	☐
• Does your career objective appear immediately below your name?	☐	☐
• Are your best points relevant to the career goal clearly described early in your résumé?	☐	☐
• Are your current address and telephone number included?	☐	☐
• Have you included an alternative phone number where a message may be left for you?	☐	☐
• Have you highlighted specific achievements and experiences (and avoided writing a long autobiography)?	☐	☐
• Is your highest educational level shown first in the education section?	☐	☐

Career Objective

	✓ Yes	No
• Does your career objective clearly show what sort of work you want?	☐	☐
• Is this objective a true indication of your personal ambitions—neither too low nor too high in its aim?	☐	☐
• Have you succeeded in telling the employer what you'll give as well as what you want?	☐	☐
• Is it short, like those in the samples in this Guide?	☐	☐

Composition

• Do your words (wherever possible) show results you have achieved, problems you have dealt with and important learning experiences you have had?	☐	☐
• Have you mentioned any of your activities in the community that show your planning, teamwork, organising and communicating ability?	☐	☐
• Have you avoided including information on your religion, ethnic origin or citizenship?	☐	☐
• Have you avoided stating how much you expect to be paid?	☐	☐
• If you have decided to included your age, have you listed your date of birth rather than your present age?	☐	☐
• Have you used short statements and short paragraphs?	☐	☐
• Is your use of punctuation correct?	☐	☐
• Is the spelling correct?	☐	☐
• Have you avoided long words, business jargon, terms that you do not normally use?	☐	☐
• Do most of the statements in your résumé start with action verbs?	☐	☐
• Have you succeeded in using 'I' fewer than three times, if at all	☐	☐
• Have you avoided being too shy or modest in describing yourself and your achievements?	☐	☐

3 Producing Your Résumé

Your résumé should be presented clearly. Having it typed is essential. It is best to use A4 paper (a standard business size). Use good quality, white, bond paper—unlined. The résumé should be typed on one side of the paper only. As well as at the top of the first page, your name should appear on each following page.

Find a word processor operator (WPO) who is experienced and aware of ways to create an attractive page design. Before you have your résumé typed, mention all the points of your résumé that you feel need to stand out or have special treatment. A skilled person will know how to use the technology to produce your résumé in an attractive, easy-to-read form. Asterisks, underlines, capitals, 'bullets', dashes and italics can all be used to highlight points.

A Further Check

After your résumé has been produced, discuss its appearance with the WPO. Can either of you see ways of improving it? Often you will find that a joint effort can produce a much more appealing design on the second attempt. Take the opportunity at this stage to examine the appearance of your résumé by working through the following checklist.

Appearance

	✓ Yes	No
• Is your résumé neatly and accurately typed? Is it free of errors and marks caused by corrections?	☐	☐
• Is the résumé clearly set out and concise?	☐	☐
• Do your key accomplishments stand out through the use of capital letters or underlines?	☐	☐
• Is it typed on only one side of each page?	☐	☐
• Is the résumé on A4 paper (297 mm by 210 mm)?	☐	☐
• Is it designed with wide margins and space between paragraphs?	☐	☐
• Has its appearance been checked against the styles of the samples in this Guide?	☐	☐

Pause! Just one more task before it is mailed—an easy one. Leave your résumé alone for twenty four hours. Review it the next day one more time, make changes you consider necessary and then reproduce it!

Final Check After Typing

	✓ Yes	No
• Are you satisfied that your résumé says everything concisely about you relevant to your employment goal?	☐	☐
• Have you found a good quality photocopying machine that will make copies on A4 paper?	☐	☐
• Have you purchased envelopes suitable for A4 paper so that your résumé can be posted without being folded?	☐	☐
• Have you used the Résumé Critique Form on the following page?	☐	☐
• Do others feel that your résumé is an interesting summary of your preparation for employment and one that shows you deserve to be considered?	☐	☐

Photocopying or Laser-printed Copies

Only when you are satisfied with your résumé's final form will you be prepared to spend money on the next stage—having it photocopied.

When you begin applying for jobs, it is quite suitable to send a photocopy of your résumé. (Your application letter, on the other hand, should always be an original: never send a copy.) When copying your résumé, make sure you use a high quality photocopier to get the best possible result. After all, you've spent a great deal of effort making sure your résumé looks good—don't spoil it by sending a second-rate photocopy. The way you present yourself to prospective employers is very important. The standard of appearance of your letter and résumé can say a lot about you.

Ask no fewer than three people to read your résumé and record their scores before you use it for job applications.

Résumé Critique Form

Rate the résumé on the points shown below, scoring from a low of 1 to a high of 3 in each of the items listed.

Item	Score 1	2	3	How It Could Be Improved
1. **Overall appearance**. Is it easy to read quickly?				
2. **Layout**. Does it look professional and well typed? Do key points stand out?				
3. **Length**. Could the résumé tell the same story if it were shortened?				
4. **Relevance**. Has irrelevant information been eliminated?				
5. **Writing Style**. Is it easy to get a picture of me from the contents?				
6. **Action Orientation**. Do some sentences and paragraphs begin with action verbs?				
7. **Precision**. Does it avoid generalities and focus on specific information about my experience, projects, results?				
8. **Accomplishments**. Are my accomplishments and learning skills emphasised?				
9. **Completeness**. Is all important information included?				
10. **Bottom Line**. How well does my résumé accomplish its purpose of getting the employer to invite me for an interview?				
Rating Point Total				
Grand Total				(30 maximum)

What are some other ways that you would suggest I improve this résumé?

4 Sample Résumés

Easy-to-Find Indexes

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BRUCE CHILDS

Tel: (02) 499.3911 (W) or (02) 818.1397 (H)
28 Minchin Street, West Ryde 2114

OBJECTIVE

To continue to make a positive contribution at a senior level which includes results accountability with involvement in corporate strategic planning, operations management and financial planning.

PROFESSIONAL QUALIFICATIONS & STUDIES

FORMAL QUALIFICATIONS:

- **Diploma in Corporate Management** (Dip. C.M.), Institute of Chartered Secretaries and Administrators (course designed by the Australian Graduate School of Management, University of New South Wales) 1989
- **Diploma** (with an "A" average), International Accountants Society, USA, 1975. (Qualifications accepted by the California State Board of Accountancy for purposes of sitting for the Certified Public Accountant Examination.)
- **Bachelor of Arts** (Sociology major), California State University, USA, 1980

COURSES COMPLETED:

- Problem Solving and Decision Making, Kepner-Tregoe
- Interactive Management, Development Dimensions Intervention
- Export Procedures, Australian Institute of Export
- Accounting for Planning and Control for Not-for-Profit Organisations, National Association of Accountants, USA

SAMPLE OF ACHIEVEMENTS

1. Saved $2.0m on the purchase and installation of a $9.5m packaging equipment project
2. Developed unique spreadsheets to measure efficiently and effectively raw material utilisation, taking into account both theoretical capability and operating standards
3. Mechanised the budgeting process of a $55m budget for both overhead spending and direct / indirect labour
4. Key contributor in team which regained control of a $100m project by instigating meaningful site meetings, accurate projection of final costs, control of work scope, with tight control of commitments and expenditures
5. Headed negotiating team on what was considered a major unworkable contract, which developed strategies, coordinating and liaising with management, legal advisers and military client at the very highest levels of command, resolving the contract to a workable agreement enabling the company to fulfil its obligations

PROFESSIONAL EXPERIENCE

1987 - 1990 **FREELANCE CONSULTANT** — Projects included:

CALCULATE PTY LTD
Developed accounting records, lease property schedules, filing systems, creditor rationale and liquidated all liabilities during 90 day shutdown

VIDEO FILMS
Developed gearing and accounting records, improved capital requirements, implemented computer system, produced balance sheets, profit and loss statements, cash flow projections

LIFE INSURANCE CO
Researched, designed and presented a National Superannuation Scheme for the **CONSTRUCTION INDUSTRY TRADE UNIONS** of which we were a finalist

ELECTRONICS FIRM
Liaison between senior management and company solicitors, analysing complex company / Commonwealth contract legal issues, and negotiating strategies to a win / win result

1980 - 1987 **CURTIN (AUSTRALIA) PTY LTD**
Sales of $200m+ and over 900 employees

2 years **Plant control managerial** responsibilities:

- Raw materials utilisation
- Labour rate efficiencies
- Indirect and direct labour hours
- Quarterly budgets
- Capital projects ($1m+)
  - justification, qualitative and quantitative, rates of return, IRR and NPV
- Costing union negotiation package

5 years **Project Cost Controller** reporting to the Finance Director
Accountable for the total financial integrity of all capital projects. Capital spending was $100m+

- Interpretation of corporate directives into local policies and procedures
- Coordination of all aspects of financial capital planning and control
- Developing and implementing PC and Mainframe computerisation capital costs control system
- Purchase and implementation of fixed asset register (COFAS)
- Internal and external capital expenditure reports
- Coordination and liaison with project and industrial engineering, Director of Finance, Managing Director and USA parent company

1977 - 1980 **LEGAL AID SOCIETY OF ORANGE COUNTY**, USA
Fiscal Officer responsible for accounting unit, advising on financial records, analysis and forecasting, designed procurement records controlling cost and accountability. Major participant in allocation of resources and setting objectives / goals fund negotiating

1976 **PASCO PACIFIC CORPORATION**, (Division of Gulf & Western)
Transistor and other electrical configuration manufacturers — **Cost Accountant**

Résumé of:

VICKIE TARBIS

Unit 39, 36 Marbella Street
Sandy Bay 7005

Tel: H (002) 43.1235

CREDENTIALS FOR ENGAGEMENT ON TASKS WHICH UTILISE MY SKILLS AND ENTHUSIASM PREFERABLY ON A PART-TIME AND / OR SUB-CONTRACT BASIS

PUBLICATION SKILL

- Designed, developed concept and made happen a regular issue Newsletter reaching 2000 and learnt how to research, write, edit, lay-out and oversee publication and mailing
- Publication of articles and essays in nationally distributed print media
- Am progressing well in utilising the assistance of personal computers in producing the publication
- Own Amstrad PC

ORGANISATIONAL FLAIR

- Initiated and organised many events, such as a national lecture tour by an overseas expert (35 presentations in 17 days), plus other seminars and tours
- Initiated and built a new concept of self-help service for impaired people, now with membership extending nationally
- Led many meetings of participants in self-help groups

COMMUNICATIONS ABILITY

- Presented many speeches in various public forums for human care cause
- Former Primary and Junior Schoolteacher for fifteen years

CREATIVE

- Gained much from developing personal skill at flower arranging and garden layouts

TENACITY

- Achieved some success in the difficult task of fund raising
- Am surviving well my undergraduate studies by correspondence on a part-time basis for BA from University of Queensland, having previously completed Teachers Certificate and Chemistry Certificate in earlier years, also Diploma of Freelance Journalism (1989)

PERSONAL

- Have emerged stronger from personal transition in overcoming physical limitation. Now eager to expand skills, take on new projects and contribute to others in a practical way

FOR THE ATTENTION OF THE DIRECTOR-GENERAL,
NEW SOUTH WALES DEPARTMENT OF LANDS

MARIUS ROSCH

Tel: (02) 384.1493

CREDENTIALS FOR CONSIDERATION AS DIRECTOR OF COMMUNICATIONS

POSITION NO. DL 90/148

SUMMARY OF CREDENTIALS

I believe my fourteen years' experience in Public Relations in both the Public and Private Sectors equip me to make a substantial contribution to communication programmes for the Department.

My experience, talents, personal background and interests qualify me to carry out all aspects of the position in a first class manner.

During my career as a Journalist, Ministerial Press Secretary and Public Relations Consultant, I have regularly been required to communicate and work closely with senior executives in large companies in private industry, cabinet ministers on both sides of politics and senior officers of the New South Wales and Commonwealth Public Service.

A record of programme development and implementation, ability to work independently or as a team member and an understanding of the needs of the media, industry groups, the public and special interest groups support my application.

AREAS OF EXPERTISE:

- DEVELOPMENT & IMPLEMENTATION OF COMMUNICATIONS STRATEGY
- MEDIA LIAISON
- COMMUNICATION AUDITS
- WRITING & PRODUCTION OF PRINTED MATERIAL
- VIDEO PRODUCTION
- SUBMISSION & REPORT WRITING
- CONFERENCE & EVENT ORGANISING
- PROJECT MANAGEMENT
- BUDGET MANAGEMENT
- STAFF MANAGEMENT & DEVELOPMENT
- TEAM MANAGEMENT
- NEGOTIATION & MEDIATION

1. PRINCIPAL RESPONSIBILITIES WILL BE TO EXAMINE ALL PROGRAMMES AND FOCUS COMMUNICATION STRATEGIES ON THE EXPORT POTENTIAL OF THE DEPARTMENT.

During my fourteen year involvement in the public relations industry, I have:

- Prepared and implemented public relations programmes for some of Australia's largest public companies, including David Jones, Bond Corporation, Ansett, BHP, ACI, Honda, Bob Jane T-Mart.
- Prepared and implemented campaigns for bodies such as the Australian Wool Corporation, the NSW Department of Health, the Australian Made Campaign, the Albury Wodonga Development Corporation.
- Devised and co-led a communication audit to examine and report on all aspects of internal communication within the Sales and Field Service Division of Ansett.
- Taken part in an international Trade Mission to Papua New Guinea, Hong Kong, China, Japan led by the Minister for Primary Industry.

2. PRINCIPAL ADVISER TO THE MINISTER AND DIRECTOR-GENERAL ON ALL MATTERS CONCERNING COMMUNICATIONS AND COMMUNITY RELATIONS STRATEGIES.

- As Press Secretary (1976-80), I had principal responsibility for providing public relations advice to the Minister during a particularly difficult time for primary producers in New South Wales. During that time I was required to work closely with the then Director-General of Agriculture and other senior officers of the Department, as well as with other members and officers of Ministerial Council.
- While in private practice, I have acted as adviser to and provided Government liaison for a number of public companies in their dealings with the current New South Wales Government.
- Acted as Public Relations Consultant to the New South Wales Department of Health, providing advice to the Secretary of the Department and his senior executive staff. Was responsible for the devising, designing and releasing to the public, the Health Department's "Blue Print for Health" programme.
- Prepared and worked on a large number of successful community relations programmes for clients such as Pioneer International, BHP and ICI.
- Developed a breadth of experience in the area of community relations and crisis management and particularly enjoy this aspect of public relations work.

3. DEVELOP AND MAINTAIN EFFECTIVE COMMUNICATION LINKS WITH EACH INDUSTRY.

- During the last fourteen years, established links with a number of primary industry bodies, such as NSW Farmers Federation, the NSW Dairy Farmers Association, the AWC, the Barley Board. I have found the establishment of links with these bodies to be particularly enjoyable to maintain.

4. *DEVELOP AND MAINTAIN EFFECTIVE LINKS WITH THE PUBLIC, MEDIA AND SPECIAL INTEREST GROUPS INCLUDING ENVIRONMENT LOBBY GROUPS.*

- My experience in dealing with these groups over the last fourteen years has been extensive. I have been required to maintain daily contact with the media. I have achieved good relationships during my career as a Journalist and Public Relations specialist.

- Dealing with special interest groups, e.g. producer bodies, trade unions, environment groups, has been part of my day-to-day activity for the past fourteen years; my negotiation and mediation skills have been significantly developed; a large number of communication programmes have been developed and implemented to address issues raised by these groups.

5. *EQUALITY OF EMPLOYMENT OPPORTUNITY IS BOARD POLICY.*

- I am aware of the equal employment opportunity policy of the Board.

PERSONAL I am aware that it is the intention of the Department to relocate to Goulburn, NSW during 1991. I find the prospect of living in Goulburn particularly attractive, having spent my childhood in country Queensland.

REFEREES PROVIDED ON REQUEST

RÉSUMÉ OF

PATRICIA HANDLEY

156 Edwards Street
Young 2594

Tel: (063) 82.1732
or (063) 83.1394

CREDENTIALS FOR APPOINTMENT TO THE STAFF OF YOUNG AND DISTRICT HOSPITAL

OBJECTIVE

To be engaged in tasks associated with human care, counselling support and the education process involved in such activities.

My preference is for community service in a country-based environment where my extensive metropolitan and overseas experiences can be applied as appropriate. I am interested in either a full-time, part-time or job-sharing arrangement. Level of pay and hours of work are less important than the nature of problems to be solved. Preference is for an employment environment which serves an area of human need.

CAREER SUMMARY

My employment experiences have ranged from secretarial and administrative tasks through to partnership in self-employment endeavours, during the course of which I raised three children. I am no stranger to working hard and being the custodian of confidential information. Recently have developed computer-usage competencies and considerable 'hands-on' experience using word processing, design and spreadsheet software.

Former employment experiences have included work in Malta and England and in contrasting situations such as international conferences, building construction and photographic supplies. Among other skills developed, I am a competent administrator, used to negotiating, and maintain a sense of humour in tense and difficult situations. Crisis management brings out the best in me.

QUALIFICATIONS

- Welfare Work Certificate, Gymea Technical College, 1978-1981. Completed course with Honours Award through part-time studies and earned in the process several A and B Grade passes.

- Secretarial training in Brisbane.

PROFESSIONAL RECORD

- Completed nine months voluntary service with Wayside Chapel, Kings Cross, Sydney, engaged predominantly in crisis counselling of all ages and socio-economic backgrounds. Understudied Social and Welfare Workers on home visits and their discussion-leading within the Life Education program.

- During studies developed awareness of, and contact information for, a wide range of community services for social and health problems with which I was involved. Liaised with other professional services when required.

- Participated in in-ward consultation program within St Vincent's Hospital, Darlinghurst helping others cope with adversity, bereavement, family and domestic issues, etc. Case report writing was a significant feature of this activity. Earned A Grade pass for field work.

PERSONAL DATA

Hold current Drivers Licence and fortunately a twenty year accident free record ..... Resident of Young District for eighteen months ..... Energetic by nature ..... Permanent resident since 1976 ..... Referees will be provided when required.

Résumé of

RICKY KATZ

39/194 Hastings Street
Auchenflower 4066
Tel: (07) 481.1394

OBJECTIVE

A management role where my ability in financial analysis, credit management, commercial evaluation, and experience in diverse business environments will be valuable to my employer's goals.

CAREER SUMMARY

Over the past eight years I have gained extensive experience in the analysis of business viability and profitability. At the same time my role has included liaising and negotiating with clients. It is now my desire to apply this experience in a broader context, as part of a management team, in a challenging and stimulating environment.

MAIN CAPABILITIES

- IN-DEPTH BUSINESS ANALYSIS
- BUILDING POSITIVE RELATIONSHIPS INTERCOMPANY AND EXTERNALLY
- RESEARCH, ANALYSIS, AND PROPOSAL DEVELOPMENT
- COMMUNICATION, ORALLY AND WRITTEN
- COORDINATION OF ACTIVITIES AND STAFF

PROFESSIONAL EMPLOYMENT

SLADE FINANCE LTD — **MARCH 1990 - OCTOBER 1990**

Responsibilities:

- Supervision of credit analysts
- Acceptance of new lease and loan recommendations (with an approval limit of $150,000)
- Financial analysis of proposals
- Supervision of major joint venture, real estate development
- Submission of financial proposals to Board level
- Maintaining close liaison with Finance Brokers

MANUFACTURERS KINGHORN AUST. LTD — **JULY 1988 - MARCH 1990**

Responsibilities:

- Formulating credit recommendations for loan and trading facilities proposed by marketing staff
- Monthly reporting to US Head Office of facilities brought on board
- Reviewing performance of on-going trading facilities for Australian Top-500 corporations
- Supervision of repayment and draw down of loan facilities

PROFESSIONAL EMPLOYMENT continued

CRAIGIBURN FINANCE LTD **JUNE 1984 - JULY 1988**

Responsibilities:

- Analysis of leasing and loan proposals
- Supervision of junior analysts on day to day basis
- Close liaison with Finance Broker network
- Expansion of client base through direct marketing
- Vetting all ancillary documents pertinent to a facility to ensure company's interests
- Negotiation and structuring of terms in individual contracts
- Budgeting and forward planning
- Formulating recommendations to senior management and Board level
- Preparation of monthly reports to management and Statutory bodies
- Researching new areas of involvement
- Acting as liaison with valuers, solicitors, etc. as necessary prior to implementing a facility
- Ensure compliance with terms of facility and prepare all documentation for draw down
- Streamlining of approvals and settlements procedures by formulating checklists to be followed

PREVIOUS EMPLOYMENT

Prior employment was with several companies where responsibilities included credit appraisal and formulation of recommendations.

My career commenced in the collections and recoveries area, with a range of experience in the agricultural and transport sectors during the recessionary period of 1981-83. Later I was also strongly involved with the financial appraisal of a dealer network and monitoring of their monthly accounts and floor-plan limits, as well as with conducting regular proof-checks at dealer locations.

FORMAL QUALIFICATIONS

- Master of Commerce (Accounting), University of Queensland. (This course, to be completed in November 1991, satisfies academic requirements for Associate membership of the Australian Society of Accountants.) Achieved to date 1 Distinction, 5 Credits and 1 Pass.
- Bachelor of Arts (Economics and Econometrics), University of New South Wales
- Certificate in Pascal Programming, Queensland Institute of Technology
- Also completed four subjects towards an MBA, Institute of Administrators

OTHER COURSES

Extensive leadership and instructional technique training while in the Army Reserve over a five year period

SELWYN SHAPIRO

59 Penhurst Street, Leabrook 5068 Tel: (08) 843.1325

OBJECTIVE

To contribute to the Marketing function in tasks associated with Market Research activities. Employment in either a full-time, part-time or freelance capacity would be acceptable.

MAIN KNOWLEDGE AREAS

- Market Research Interviewing - Consumer and Industrial
- Market Research - Domestic and Overseas
- Customer Liaison - Domestic and Overseas
- Sales Data Analysis
- Forecasting and Budgeting
- Commodity Trading and Pricing
- Computer Graphics
- Metals and Minerals Sales and Trading
- Field and Shipping Administration
- Purchasing

QUALIFICATIONS

Bachelor of Science, University of Melbourne

Member, Australian Institute of Materials Handling

Graduate Diploma in Marketing, SA Institute of Technology (current part-time student)

CURRENT ACTIVITIES

Market Research interview assignments both consumer and industrial for Horan Wall & Walker, plus gained valuable experience in the direct supervision of a major survey on behalf of the Urban Transit Authority.

PAST EMPLOYER

Employed by Delhi Petroleum & Minerals Limited for 23 years. Initial experience in supervision of manufacture and storage; followed by administration of warehousing and distribution of building materials; market research, forecasting, technical service and sales administration for minerals market research, bauxite alumina, and aluminium contract administration.

My most recent position was Marketing Officer - Minerals.

CAREER RECORD

- Managed an effective, aluminium, alumina and bauxite market and commercial intelligence system.
- Conducted and completed market surveys, price surveys, and industry assessments on the above.
- Maintained agreement with bauxite and aluminium customers on contract prices.
- Established valuable relationships with outside analysts and personnel of industry associations.
- Monitored iron ore, steel, silver, platinum, diamond, high technology minerals and markets.
- Administered sales of products throughout South Australia.
- Completed market research of food and beverage industries that use sugar, nutrition issues, competitive products.
- Prepared forecasts of consumer consumption and was responsible for technical advice to customers.
- Monitored costs and negotiated rates for storage and transport of materials.
- Designed layouts and advised on storage of materials.
- Supervised chemical staff, laboratory personnel, manufacture and storage.

PERSONAL

- Studying for Graduate Diploma in Marketing at SAIT. Successfully completed first year gaining credits in Marketing Theory and Practice. Currently studying Marketing Research and Multinational Marketing.
- President, Leabrook Scouts 1988-89, Secretary 1984.
- Previously active member, Apex Club. During membership period held the positions of Social and Membership Director, Treasurer and Secretary.

Résumé of:

CHARLES BLANDFORD

Seven Hills Road
Clayton South 3169

Tel: (H) (03) 647.2138
(B) (03) 948.1333

OBJECTIVE

To apply twenty years within the automotive, transportation and financial services industry to:

1. SALES TRAINING
2. VEHICLE FLEET MANAGEMENT

SUMMARY OF SKILLS

VEHICLE SALES

CREDIT MANAGEMENT

SALES TRAINING

SPARE PARTS INVENTORY

NEGOTIATION AND ACCOUNT MANAGEMENT

FLEET CAR ADMINISTRATION

GARAGE ADMINISTRATION

LEASE CONTRACTS

TRAINED IN AUTOMOTIVE ENGINEERING

CAREER SUMMARY

Since 1970 I have been engaged in employment tasks associated with Spare Parts, New and Used Car Sales, Leasing Consultancy, Finance Advising, Fleet Sales Management and Automotive Engineering. With a record of personal energy, good communication skills and staff management experience, I have achieved good results in sales, client servicing, customer satisfaction and management of allocated funds. I believe that my long history of selling effectively can be used to train other sales people, as well producing significant results in an alternative role in vehicle fleet management. In the latter role I have developed considerable experience in the cost control of vehicle fleets, policy development for fleet finance methods, evaluation of vehicles and their purchase and disposal.

PROFESSIONAL DEVELOPMENT

- Management Certificate four years part-time study successfully completed at Dandenong Technical College.
- Chairman of Board of Trustees of a service organisation for three years.
- Completed studies at Preston College of TAFE in Accounting For Non-Accountants.
- Participated in many seminars, workshops and training events associated with the skill of selling.

EMPLOYMENT RECORD

Dandenong Toyota as Fleet Sales Manager, Croydon Toyota as Fleet Salesman, Associated Midland Ltd as Leasing Manager's Assistant. Previous employers included GMH and Rootes Ltd.

PERSONAL DATA

Prepared to relocate subject to employment opportunity and career path ... Referees will be provided when required.

MELODY AUGUSTIN

7 Etherington Street, Nedlands
Tel: (09) 487.9421 (home)

CAREER OBJECTIVE

To be engaged in sub-contract, casual engagement or part-time employment in Market Research activities where my research and information analysis skills, coupled with my formal training in my degree studies in Psychology can be usefully applied. Have a preference for projects which examine social, community and behavioural issues.

BACKGROUND TO CAREER OBJECTIVE

- Gained particular knowledge and genuine interest in social and community issues during my university training. I studied issues in Comparative Sociology, Sociology of Development and City, State and Class, Behavioural Sciences, and Developmental and Social Psychology
- My past employment has contributed to a knowledge of diverse industries, products and services and included, for example, real estate, insurance, pharmaceuticals, computers, advertising, and community service

TERTIARY QUALIFICATIONS

Bachelor of Arts degree from Curtin University, majoring in Psychology—Graduated in 1987 following six years part-time study. Achieved several A and B subject grades and particularly gained much from studies in Sociology, Behavioural Sciences, Demography, Group Processes, Motivation, Research Design and Statistics for Social Sciences

PROFESSIONAL DEVELOPMENT COURSES

- Volunteer Training Program, covering communication skills and welfare service provision with the Lone Parent Family Resource Centre
- Conflict Resolution course conducted by Conflict Resolution Network
- Transformation (Personal Growth and Awareness) Courses
- Marriage and Family Counselling Training, conducted by Unifam (12 month course)
- Transactional Analysis course

ORGANISATION AND PLANNING ABILITY

- Prepared and collated material to be used for newspaper articles
- Developed project planning skills when conducting telephone surveys and door-to door interviews
- Library research skills are well developed, as well as use of computer-based information systems

RESEARCH, WRITING AND ANALYTICAL SKILLS

- Interviewed in-depth, middle and upper management of selected WA manufacturing companies to establish demand for training schemes for all levels of the workforce, particularly the shop floor staff. This was on behalf of the Advanced Manufacturing Centre
- Researched stories for media use and assisted in the writing of press releases
- Developed a further understanding of professional techniques necessary to target media coverage by attending a Journalistic publicity course at Nedlands Evening College

SOCIAL RESEARCH ACTIVITIES

- Capable in qualitative and quantitative research, data analysis, group interviews, report writing, fieldwork, and behaviour and motivation descriptions
- Addressed large groups of children and their teachers in relation to the complex issue of Multiple Sclerosis
- Communicated the objectives of a disadvantaged group in our community
- Discussed, communicated ideas, objectives, information and content to committee members, administration and project coordinator for the Nedlands project

LIAISON SKILLS

- Consulted numerous ethnic community groups, support agencies and experts in the field to review cogently the immediate problems associated with people from non-English speaking backgrounds
- Supported a human care activity by acting as an intermediary and coordinator for the Multiple Sclerosis Society's Read-a-thon program
- Selected as media team member for ocean yacht race by Fremantle Yacht Club

CAREER RECORD

NEDLANDS COMMUNITY SERVICES **1988-90**
Project Officer

ABC MARKET RESEARCH GROUP **1988**
Interviewer

COMPUTER MANAGEMENT SERVICES **1987**
Assistant to Accountant and Company Secretary

PART-TIME/TEMPORARY POSITIONS **1981-85**
Utilising communication skills, working with clients, patients and the general public

Prior to the birth of my son, I acquired valuable administrative report writing and general public liaison experience working in several industries.

Résumé of:

DAVID DEWAR

141 Edwards Street, Bronte 2024 Tel: (h) 02.389.3192

OBJECTIVE

To apply twenty years' marketing, product development and commercial management experience to a private sector organisation providing product lines to other businesses.

LOCATION

Sydney ... preferably light industry, medium or large organisation - revenue generation responsibility up to $80m

PRÉCIS OF COMPETENCIES

MARKETING TO PRIVATE SECTOR

MARKETING TO PUBLIC SECTOR

FORECASTING, BUDGET PLANNING AND CONTROL

PRODUCT DEVELOPMENT

SALES FORCE MANAGEMENT

STAFF RECRUITMENT, MOTIVATION AND DEVELOPMENT

ACQUISITION NEGOTIATIONS

DISTRIBUTION

POST SALES SERVICE

CAREER RECORD

MEDIA AIDS PTY LTD	1968 TO 1990
General Manager Business and Visual Products	1983 - 1990
Assistant Manager Audio Visual Division	1973 - 1983
Sales Representative	1974 - 1973
Management Trainee	1968 - 1971

CAREER SUMMARY

Initially engaged as a trainee, my employment has been continuously with Media Aids Pty Ltd. Early assignments included learning roles in Accounts, Payroll, Manufacturing, Consumer Products and Industrial Products, before being appointed to sell throughout New South Wales. Advancement to management responsibilities was earned in 1974. Increasing accountability occurred over the following years with formal involvement as Associate Director in total company operations in 1987, while continuing with executive management responsibilities for the Business and Visual Products Division.

PROFESSIONAL DEVELOPMENT

Participated in many seminars and workshops in such subject areas as salesmanship, "Masters of Success", Leadership, Effective Management, One Minute management and completed two Certificates (TAFE) in Management and Supervision through part-time studies

EXAMPLES OF COMMERCIAL ACHIEVEMENTS

- Provided major input to development of Division Strategic Plan
- Researched, identified and evaluated synergistic acquisition possibilities with potential to increase revenue by 70%
- Directed the development of national advertising and promotional campaigns and materials, the majority produced in-house
- Since 1988 managed to double Divisional sales volume while maintaining margins
- Regularly travelled overseas to source new products, with special attention to North American developments
- Doubled net profit consistently over three years
- Won NSW Public Sector contract in 1985 and retained since then against strong competition
- Successful in proposal to supply film to major processing laboratory — annual revenue contribution of $1m
- Successfully expanded internationally, with major successes being in New Zealand market. Most notable success being winning and retaining Government contract for past eight years
- Active contributor to business improvement analysis consultancy project provided by Ernst & Young

REFERENCES AVAILABLE ON REQUEST

Résumé of:

MEGAN BEARDSLEY

COMMUNICATION TRAINING CONSULTANT

SOUND CREDENTIALS AND EXPERIENCE FOR EVALUATING AND ENHANCING ALL ASPECTS OF PERSONAL COMMUNICATION

PROFESSIONAL QUALIFICATIONS

Licentiateship, College of Speech Therapy, London, 1982
Member, Australian Association of Speech & Hearing (MAASH)

CONTACT INFORMATION

Address:

1/16 Illiliwa Street
Fortitude Valley 4006

Telephone:

Home (07) 953.9253
Work (07) 969.4393

RANGE OF SERVICES

SEMINAR / WORKSHOP PRESENTATIONS	To conduct professional informative, up-to-date tuition based on the particular communicative needs of the participants
INDIVIDUAL CONSULTATIONS	To conduct individual evaluation and training sessions to enhance and improve the participant's communication and interpersonal skills

TRAINING PROVIDED

SPEECH

- Physiology of speech production
- Voice analysis — individual
- Voice projection and optimal use of breathing
- Maintenance of a good, strong speaking voice
- General elocution
- Accent refinement
- Assessment and remediation of specific difficulties, e.g. stuttering

LANGUAGE

- Teaching and refinement of grammar and language usage
- Improvement of understanding of English, including methods to increase retention of information

COMMUNICATION

- Public speaking
- Interviewing techniques
- Interpersonal skills
- Active listening
- Non-verbal communication
- Self-evaluation and refinement of overall communication skills

PROFESSIONAL BACKGROUND

- Speech pathologist with seven years' experience in both the public and private sectors
- Experience in tertiary level student supervision, lecturing and teaching English as a foreign language to both individuals and groups
- Acted as a Speech Pathology Consultant within many educational environments
- My interests continue to be in people and how they communicate — areas in which I have amassed considerable knowledge and practical experience. Have participated in many workshops in counselling, middle management skills and learning difficulties in individuals

Résumé of:

GEORGE NAGELMACKERS

92 WINDSOR STREET, MARIBYRNONG 3032 (03) 381.4901

OBJECTIVE

Am seeking senior level responsibilities requiring imaginative solutions to difficult commercial problems. Assignment on a temporary or sub-contract or service agreement basis would particularly appeal. Am capable of managing a complete business enterprise, or leading a team on a specific project related to profit improvement. Am no stranger to difficult tasks, travel, or complex problem solving.

CAREER SUMMARY

A career record of nineteen years has included assignments in the technical and scientific, marketing and sales, and general management functions concurrent with appointments to responsible positions in Sweden, Canada and Australia. On completion of my PhD in Chemistry and Biochemistry and beneficial personal development as a Naval rating, I elected to pursue a commercially oriented career and develop competencies in national and international marketing, leading to my most recent appointment as Managing Director - Australia.

MAIN CAPABILITY AREAS

* GENERAL MANAGEMENT
* HUMAN RESOURCE MANAGEMENT
* MARKET APPRAISAL, RESEARCH & DEVELOPMENT
* HI-TECH MARKETING STRATEGY
* FEASIBILITY STUDIES
* INTERNATIONAL MARKETING
* AGENCY & LICENSING ARRANGEMENTS
* BUSINESS PLAN COMPILATION
* FORECASTING & BUDGETARY CONTROL
* LIAISON & NEGOTIATION WITH GOVERNMENT AUTHORITIES
* MORALE RENEWAL
* ORGANISATIONAL RESTRUCTURING

PROFESSIONAL RECORD

T. Webster Pharmaceuticals Pty Ltd from 1973 to 1990: Research Scientist, International Product Manager, European Regional Manager, National Sales Manager - Canada, Divisional Manager - Canada, Acting President - Canada, Managing Director Australia from January 1985

Recent commercial achievements include:

* Sales increase from $11m to $35m within three years (1990 - expected $50m)
* Profit trebled during same period with growth of staff numbers contained to 27
* Achieved price increases through Government negotiations up to three times the average for compatible industries

OTHER FACTS

Have participated in and, in some cases, led workshops and seminars on many aspects of marketing international trade, government relations, and human resource management ... permanent resident of Australia ... 'computer literate' ... maintain high standard of personal fitness (scuba diving, mountain climbing and marathon running)

CAREER SUMMARY AND RÉSUMÉ
OF

ALAN DIXON

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25 Camellia Crescent, Ormiston 4160 Telephone: (07) 381.3973

OBJECTIVE:

- To be employed either in Brisbane, South East Asia or the Pacific Region where commercial development and marketing problems need to be solved.
- To use management, marketing, purchasing and international trading skills in an employment environment where my experience can be applied to improve trading results and relations with distributors and customers.

MAIN KNOWLEDGE AREAS:

- Merchandising
- Export Sales
- Share Market Trading
- International Trading
- Budgeting, Forecasts and Cost Control
- Food and Beverages Processing
- Product Development
- Retail Trading
- Commodity Trading
- Property Sales
- Major Account Negotiations
- Distribution and Warehousing

CAREER SUMMARY:

My commercial skills have been developed and applied in a number of industry sectors. The major one has been FOOD and BEVERAGES PROCESSING where I have had production, marketing and branch management experience.

Products with which I have been associated include, for example, soft drinks, confectionery, pharmaceuticals, banking, milk products, together with an extensive knowledge of sports equipment, clothing and footwear.

I have substantial experience managing and trading in many countries in South East Asia.

TERTIARY EDUCATION:

Completed a Diploma in Dairy Manufacture and Food Technology with 2nd Class Honours at the commencement of my career.

PAST EMPLOYERS:

These have included a sporting goods retailer (7 years), manufacturer and marketing firm in food flavours and essences, F H Faulding (6 years), Cold Storage Holdings —Creameries Division in Singapore and Malaysia (9 years) and Peters Ice Cream and Milk (5 years).

Position titles have been Assistant Production Manager, Branch Manager, Manager Export Division, Commercial Development Manager.

PERSONAL:

Currently a resident of Brisbane but prepared to relocate overseas subject to nature of career opportunity.

Take an active interest in Rugby, as both a Coach (Advanced Coaching Certificate) and Administrator (past Director and Treasurer, South Brisbane Rugby Club).

'A' Grade golfer. Enjoy excellent health and maintain personal fitness program.

COMPREHENSIVE REFERENCES AVAILABLE ON REQUEST

Résumé of:

GEORGE HAZELRIGG

SOUND CREDENTIALS AND EXPERIENCE FOR EVALUATING AND ENHANCING ALL ASPECTS OF SPORTS MEDICINE AND HEALTH MANAGEMENT

PROFESSIONAL QUALIFICATIONS

- Member, Australian Physiotherapy Association
- BAppSc (Physiotherapy) Graduated from Cumberland College of Health Sciences 1986
- Undergraduate studies in BAppSc (Occupational Therapy) and within the BSc syllabi (University of Sydney)

CONTACT INFORMATION

Address:

P O Box 246
Cremorne 2090

Telephone:

(02) 908.6037

PRÉCIS OF COMPETENCIES

Diagnosis, Treatment and Prevention of sports injuries and non-sports injuries

Fitness Assessment of sedentary individuals and both intermediate and elite athletes

Biomechanical Analysis

Post Operative, Intensive Care & General Outpatient Physiotherapy

Clinical activities covering such areas as Sports Surgery, Orthopaedics, Spinal Disorders, Paediatrics, Neurology, Cardiothoracics, Chronic Pain, etc.

Health and Lifestyle Counselling, and Program Design

PROFESSIONAL BACKGROUND

Either through employment, special study projects or self-initiated research I have been involved in the activities of a range of human care environments including hospitals, sports clinics, surgical, general practice and laboratories. Such institutions have included The Sports Clinic (NSW Sports Science & Research Centre) at Cumberland College, Australian Institute of Sport, Australian Rules Football Club, Baulkham Hills Private Hospital, Westmead, Lidcombe and Royal Prince Alfred Hospitals, Camperdown Children's Hospital, St George Institute of Education and several High Schools.

OTHER FACTS ABOUT ME

Experienced as a Lecturer, Writer of Articles, Demonstrator and Counsellor

PEOPLE WHO KNOW MY WORK WELL

Dean Faculty of Nursing & Community Studies
Mrs M Telford
University of Western Sydney
Tel: (045) 70.1400

Orthopaedic Surgeon
Dr S Burton
Orthopaedic & Sports Medicine Centre
Tel: (02) 437.2411

PROFESSIONAL PROFILE OF:

STEPHANIE SENTURIA

Telephone: (02) 370.7311

CAREER OBJECTIVE

To develop interesting and quality television and radio programmes, develop and implement broadcasting policy, and gain further experience in the broadcasting industry.

PROFESSIONAL EXPERIENCE AND CAPABILITIES

RADIO PRODUCTION:

* Four years' hands-on experience in interviewing, editing, presentation and production at the national broadcasting organisation, the Australian Broadcasting Corporation (ABC) and at the public broadcasting station, 2CBA-FM.
* Researcher, production secretary and music coordinator for Drive Time, on ABC Radio.
* Producer of several radio series based on Australian children's fiction, broadcast on ABC Radio.
* Producer and presenter at 2CBA-FM of Lifeskills Program, a two-hour weekly live program. Also regular contributor to Consumer Hints and The Arts Diary.

RESEARCH AND WRITING:

* Four years' experience in research and writing for short-term and long-term projects, as well as the usual emergencies that arise in live broadcasting.
* Senior Research Officer for 15 months at the Australian Broadcasting Tribunal, the licensing and regulatory authority for commercial and public broadcasting. Employed on the Special Projects Inquiry into Remote Commercial Television Services, Australia's first commercial television service to broadcast via AUSSAT. Responsible for research, compilation and analyses of financial and marketing issues for the First Report. Responsible for coordinating other officers for the Second and Third Reports.
* Researcher for a daily current affairs programme at the ABC, a weekly programme at 2CBA-FM and a two-part feature for ABC Radio. Prepared of scripts and interview questions.

PROFESSIONAL EXPERIENCE AND CAPABILITIES continued

MANAGEMENT AND ADMINISTRATION:

* Responsible for the administration and coordination of two Inquiries and Reports for the Australian Broadcasting Tribunal. Responsible for correspondence, dealing with confidential financial information and custody of the file of the Inquiry.

* Member of the Volunteers Committee at 2CBA-FM and the Volunteer Representative on the Management Committee.

SCRIPT ASSESSMENT

* Two years' experience as a freelance script editor for the Radio Drama Department, ABC. Read and assessed scripts from Australia, Britain, Ireland, Germany, Hungary and Poland for possible production. Wrote detailed and critical reports on the scripts.

MUSICIANSHIP:

* Studied flute at the New South Wales Conservatorium of Music. Australian Music Examinations Board - Honours in 7th Grade Practical, Credit in 5th Grade Musicianship.

* Flute teacher for three years. Studied piano for four years.

TERTIARY EDUCATION

Bachelor of Arts in Communications.
University of Technology, Sydney, 1981-1983

Majors: Radio Production
Professional Writing
Literary Studies

Community Theatre Arts Course.
East Sydney Technical College — 1986

REFERENCES AVAILABLE ON REQUEST

Résumé of:

ANNE MAGUIRE

Tel: (08) 75.3913

CREDENTIALS FOR EMPLOYMENT WHERE MY KNOWLEDGE OF MEDICAL TERMINOLOGY, ADMINISTRATIVE AND SECRETARIAL SKILLS AND STUDIES IN CHEMISTRY CAN BE USEFULLY APPLIED

OBJECTIVE

Employment within the Publishing or Information Management sector

EMPLOYMENT AND STUDIES SUMMARY

I have decided to discontinue my formal studies in Chemistry and re-align my career direction towards the effective use of my past knowledge, comfort with scientific terminology and interest in medical matters in an alternative field of work following re-appraisal of my talents and skills with a career counsellor

SUMMARY OF SKILLS

Medical Terminology:

Knowledge gained through past employment experiences as a Trainee General Nurse, Medical Typist within a District Nursing Service, Medical Typist at Dept of Veterans' Affairs, and student of scientific subjects at Technical College, also completing a course satisfactorily in Medical Terminology. Have developed particular knowledge of Orthopaedics, Radiology and Pathology

Administrative/Secretarial:

Typist positions in various employment environments, trained in Word Processing, preparation of Slides, Graphs, Diagrams and Charts, as VDU Operator within a pharmaceutical company, report writing assignments in employment and as a student, and as a graduate of Williams Business College, Melbourne

Chemistry/Laboratory:

As part-time student for three and a half years of the Chemistry Certificate, employment as part-time Laboratory Assistant, University of Adelaide and at the SA College of Advanced Education, School of Nursing Studies, Laboratory work at CSIRO, completed one year of Food Technology Course at RMIT involving Applied Science

OTHER SKILLS

Photographic techniques and use of associated chemicals, animal operating theatre procedures, filing system management, diary management in offices, receptionist services

PERSONAL DATA

Referees available on request ... am prepared to relocate subject to nature of employment opportunity

CONTACT ADDRESS

15/38 Worcester Road, Oaklands Park 5046 Tel (08) 75.3913

Résumé of:

STEPHEN ERBER

39 Koala Crescent
Henley Beach 5022

Tel: (08) 229.3411 (W)
(08) 859.4307 (H)

CAREER OBJECTIVE

To apply my skills in financial planning, quantitative and qualitative analysis of investment opportunities and technical knowledge of legislation, economics, social security, taxation and various markets in a practical role with a well respected financial institution.

Keen to apply the above to enhance liaison with clients, the pursuit of excellence in the securities industry and the promotion of a range of excellent products.

CAREER SKILLS SUMMARY

- FINANCIAL PLANNING — two years' experience as a personal financial management consultant, business development manager and senior financial planner with both a financial planning company and a stockbroking company. Noted success with sales effectiveness and client satisfaction and retention.

- INVESTMENT ANALYSIS — quantitative and qualitative analysis of listed and unlisted investment opportunities in fixed interest, cash, property and share markets. Enhanced by near completion of the Securities Industry course (now in final semester).

- COMMUNICATION SKILLS — previous 20 year successful career leading and managing as a Naval Officer; augmented by part-time teaching at Technical College and a variety of other interests involving personal interaction. Particular expertise in arranging seminars and giving presentations.

- PROBLEM SOLVING — years of involvement in tactical planning and decision making has resulted in an ability to arrive at solutions quickly and pursue them to a logical conclusion.

- ORGANISATIONAL AND MANAGEMENT — very experienced in planning, organising and executing set goals. Am able to work effectively with professionals, liaise with organisations and coordinate and lead groups.

QUALIFICATIONS

- Securities Institute Certificate (Final Semester)
- Dealers Representative Licence, 1989
- Australian Certified Investment Planner Certificate, 1988
- Financial Planners Introductory Course Certificate, 1988

EDUCATION

Management, Leadership and Technical training with the armed forces (details available on request)

Higher School Certificate, St George's High School, 1970

CAREER SUMMARY

1988 - 90	FINANCIAL PLANNER (including use of retirement, superannuation and other managed products) and ANALYST, Thomas & Co Ltd
1987 - 88	PERSONAL FINANCIAL MANAGEMENT CONSULTANT and BUSINESS DEVELOPMENT MANAGER NSW, Kent Financial Services Ltd
1986 - 87	SENIOR DIRECTING STAFF OFFICER, Naval Officers Warfare School
1984 - 86	Exchange duty with United States Navy
1982 - 84	PRINCIPAL STAFF OFFICER, Her Majesty's Australian Fleet HQ
1981	RAN Staff College: subjects included Quantitative Analysis (top student), Computer Programming, Problem-Solving Techniques
1979 - 81	Warship PERTH - Operations Officer. Selected Second in Command
1979	Training in the United Kingdom
1971 - 78	Various operational and staff positions, both ashore and at sea

OTHER PROFESSIONAL DEVELOPMENT

- South Australian Institute of Technology - (One-semester course in Statistics)
- Part-time Teacher, Business Studies, Glenelg TAFE

MARY ELIZABETH O'BRIEN

B.H. (06) 260.5883
A.H. (06) 207.0392

OBJECTIVE

To apply seven and a half years' staff development experience, knowledge of training construct design and tuition methods, and thorough evaluation of training results to an organisation expecting a return on their investment in developing their employees.

PRÉCIS OF SKILLS

I have acquired practical experience in the following recognised core competencies for effective training:

- INSTRUCTING
- TASK ANALYSIS
- DESIGN AND WRITING OF TRAINING MATERIALS
- MANAGING TRAINERS
- POST-TRAINING COUNSELLING
- CONSULTANCY TO MANAGERS

CURRENT OCCUPATION

Army Officer (Royal Australian Army Educational Corps) — 7 years 6 months

EMPLOYMENT EXPERIENCE

INSTRUCTOR, TRAINING DEVELOPMENT CENTRE **Dec 1988 - present**
Headquarters Training Command

Responsibilities:

- Second-in-command of a team of trainers
- Instruction in the systems approach to training
- Provision of advice on issues of training design
- Provision of comment on training policy and procedures
- Monitor developments locally and overseas in training design
- Conduct of post-training results evaluation

TRAINING DEVELOPMENT OFFICER **Oct 1986 - Dec 1988**
School of Army Aviation

Responsibilities:

- Coordination of the design and development of Training Management Plans for Army Aviation ground and flying training
- Provision of career advice to potential Army pilots
- Coordination of civil school applications for Army personnel
- Coordination of resettlement applications

EMPLOYMENT EXPERIENCE continued

INSTRUCTOR **Jan 1986 - Oct 1986**
Defence Cooperation Language School

Responsibilities:

- Instruction to trainees from South-East Asian and Pacific nations on Australian culture and Defence Force
- Supervision of living quarters of junior RAAF ranks

INSTRUCTOR EDUCATION SECTION **1982 - 1985**

Responsibilities:

- Instruction on promotion courses for non-commissioned ranks
- Provision of advice on civil school to Army personnel
- Coordination of resettlement seminar applications

QUALIFICATIONS & PROFESSIONAL ASSOCIATIONS

BEd (1981) University of Queensland
Training Development Course (1984) Army School of Instructional Training
Member, Australian Institute of Training & Development (AITD)

PERSONAL DETAILS

Address: 38 Bandalong Crescent
Aranda ACT 2614

REFEREES

Colonel F E Parker
49 Tasmania Crescent
MANUKA 2603
B.H. (06) 263.3045
A.H. (06) 249.1867

Major P I Brewer
157 Carlton Road
FAIRLIGHT 2093
B.H. (02) 960.9317
A.H. (02) 969.8897

Major D Arrowsmith
1 Queens Street
TOWNSVILLE 4810
B.H. (076) 51.3759
A.H. (076) 71.1528

AVAILABILITY FOR EMPLOYMENT

Within one month of acceptance of employment

Résumé of:

DAVE SHIRLEY

Tel: (02) 326.3985 (h)

Credentials for appointment within the Financial Services Industry sector either within Treasury activities or Corporate/Project Finance

OBJECTIVE

To apply my key skills in quantitative analysis, methodical approach, understanding of economics and problem-solving ability in a role where practical financial information is the outcome of my efforts. Am no stranger to liaison with clients, working to tight time schedules, devising mathematical formulae and engagement on complex problem-solving assignments involving research and analysis.

CREDENTIALS

Tertiary education accomplishments in a numerate discipline, stable employment record, recent and ongoing success in Securities Institute studies and a desire to re-align my career path by transferring my basic skills to a different industry following detailed career analysis and careful self-assessment of my occupational preferences.

RECORD OF CURRENT STUDIES

The Securities Institute of Australia Diploma

Successfully completed:
Australian Futures Trading - Distinction, Options Markets and Trading - Distinction, Security Industry Economics - Credit, Introduction to Investment Analysis - Credit, Introduction to the Securities Industry - Credit, Securities Industry Law - Pass; currently enrolled in Applied Corporate Finance and Applied Portfolio Management

TERTIARY EDUCATION

Master of Engineering Science Majoring in Structures
Awarded 1983, University of Sydney
Completed with mainly High Distinctions and Distinctions awarded

BSc, BEng (Civil) Honours Class 1
Graduated 1981, University of Sydney
Completed with mainly High Distinctions and Distinctions awarded

Normanhurst High School, 1972-78
1st Place: Commerce (2 years) and Economics (2 years)

COMPUTER FAMILIARITY

Computer Programming during Undergraduate and Masters Degrees
Use of structural analysis packages during employment
Preparation of logic for structural analysis program during employment, some use of statistics
Programming languages: Basic, Fortran and Pascal

COMMUNICATION SKILLS

High standard of written communications developed through preparation of conference papers, project reports, client correspondence and presentation of quantitative data over past eight years

EMPLOYMENT RECORD

Stephenson Goodhall Pty Ltd
(Consulting Engineers) January 1982 to present
Associate Director, Senior Design Engineer, Design Engineer

PERSONAL

Personal activities in the Stock Market for several years...Treasurer of Water Ski Club for several years...employment location preference is Sydney...Member Institution of Engineers since 1987...enjoy sporting activities, particularly touch football, and increasing my knowledge and acquisition of wines

29 Devondale Street, Woollahra 2025 Tel: (02) 326.3985

WENDY HILL

127 Marbella Road
CARLTON 3053

Tel: h (03) 953.4912
or b (03) 261 7371

CREDENTIALS FOR APPOINTMENT TO THE POSITION OF
HUMAN RESOURCES TRAINING & DEVELOPMENT COORDINATOR
TRAINING & DEVELOPMENT DEPARTMENT

OBJECTIVE

To apply many years' experience training others, followed by ten years in leadership in learning initiatives, management and staff training program design to ANSETT where a high level of interpersonal and communication skills are necessary for enhancing the performance of employees.

SUMMARY

My background is within varied learning and human development fields which has involved an understanding of the needs of the organisation and the needs of participants in the learning activities; the design and adaptation of training based on thoroughly researched principles of adult learning; designing, implementing and evaluating tuition has been a continuing component of my work while being promoted regularly to more senior responsibilities.

PROFESSIONAL QUALIFICATIONS

B.Ed. studies shortly to be completed; preceded by earlier studies for the Diploma in Teaching and the Trained Secondary Teachers Certificate (Toorak Teachers College and University of Melbourne)

Participated in over 30 professional development workshops and seminars, as well as State and National level conferences

EMPLOYMENT RECORD

VICTORIAN DEPARTMENT OF EDUCATION **1976 to PRESENT**
Special Educational Consultant

Organisational change interventions ... Needs analyses ... Personal development counselling ... Written material for training resource manuals ... Special tuition constructs for drug & alcohol and behaviour management issues (Employee Assistance Programs) ... Interviewing training ... Training proposal and submissions to Executive management ... Cost justifications ... Tuition evaluation procedures ... Consultancy to Unit and Divisional Managers ... Diagnostic aids ... Timetable, training budget, resources allocation for training events ... Conference, workshop and seminar organisation and presentation ... Committee participation ... Published articles on Behaviour Management Techniques ... Morale audits ... Policy research, writing and implementation ... Identifying and evaluating external consultants and other specialist services ... Special programs for multicultural, computer and equal opportunity purposes ... Validating requests for training actions ... Measurement of learning effectiveness

VICTORIAN DEPARTMENT OF EDUCATION **1965 to 1975**
Trainee Teacher through to Deputy Principal

Career Profile of:

LINDA BAKER

Telephone: (b) 09.821.9210

CREDENTIALS FOR CONSIDERATION FOR APPOINTMENT AS MANAGER, CORPORATE STRATEGY, BOND BREWING

MAIN CAPABILITIES

INVESTIGATION, RESEARCH AND DATA ANALYSIS

SUPERVISION OF MULTI-DISCIPLINARY STUDY TEAMS

POLICY DEVELOPMENT

PROJECT PLANNING AND CONTROL

CRITICAL ANALYSIS AND CREATIVE PROBLEM SOLVING

PROGRAM BUDGETING

CONFLICT RESOLUTION

STAFF MANAGEMENT AND THEIR DEVELOPMENT

STATISTICAL ANALYSIS METHODS AND THEIR PRESENTATION

MANAGING ORGANISATIONAL CHANGE

CONSULTANCY TO SENIOR GOVERNMENT LEVELS

IMPLEMENTATION OF STATE GOVERNMENT POLICY

FINANCIAL CONTROLS AND FUNDS ADMINISTRATION

OBJECTIVE

To apply over twenty-one years' knowledge and experience in leadership positions and in management roles with significant accountability for accuracy, professionalism and adherence to deadlines, where my ability in the improvement of organisations and their working environment will result in increased efficiency, productivity and resources management.

SUMMARY OF CAREER

My employment experiences have ranged from scientific investigation, policy formulation, preparation of ministerial advice, position papers and direction of staff and project teams within public entities. Am no stranger to difficult situations securing the cooperation of personnel. Am pleased with my capacity and commitment in implementing EEO, as well as producing reports which have contributed to many enhancements in organisation administration.

CURRENT WORK ENVIRONMENT

Within the Department of Education, I participate as member of the senior management team in determining priorities, policies and resource utilisation; oversee the provision of administrative services throughout the Directorate; coordinate the planning, development, implementation and review of administrative and financial policies and practices; manage the computerisation functions; promote good industrial relations and resolve disputes; formulate strategy for tenders and contracts for specialist services; satisfy productivity cuts by judicious implementation of career transition support systems for affected personnel.

TERTIARY EDUCATION ACHIEVEMENTS

Master of Business Administration, University of Western Australia, 1988, majored in Public Sector Administration, achieving either Distinction or Credit grades in the process in all subjects

Master of Science, Curtin University, 1984

Bachelor of Science, University of Western Australia, 1964

EMPLOYMENT RECORD

Dept of Education, Services Directorate

Chief Administrative Officer, February 1989 to present

Dept of Administrative Services

Executive Officer, November 1986 - January 1989
Consultant, May 1985 - May 1986

Public Service Board, Management and Audit Division

Efficiency Analyst (selected as Principal Management Analyst), September 1984 - May 1985 and June 1986 to November 1986

Secondment to Personnel Policy Development Unit, 1983-84

Department of Minerals and Energy

Senior Analyst Toxicology Laboratory, 1982 - 1984
Senior Analyst - Management of Laboratory, 1972 -1982
Analyst Samples, 1966 - 1972

T Faulding Pty Ltd

Research Chemist, 1964-1966

OTHER CAREER PROGRESS EXAMPLES

Innovation

- Recent initiatives by me succeeded in practical Occupational Health and Safety issues being addressed effectively
- Design of methodology for determining purchasing requirements now used successfully by several Departments and Authorities
- Review of policy for Government vehicles, identification of cost saving initiatives
- Publication of a report on policies saving $30m to the Government
- Development of fleet management information software for sale on the open market
- Holding of exhibition of software for Government Technology Event

Efficiency Appraisals

- Managed the process of administrative systems reform within the Services Directorate and considerably enhanced productivity, information storage and retrieval improvements and better working relationships
- Leader Joint Working Party examining vehicle requirements of Community Welfare Centres producing initial savings in excess of $4m and subsequent savings in excess of $1m
- Consultancy on maintenance contracts for Fremantle Redevelopment Authority
- Team Leader Forestry Commission general administration audit
- Audit of Corrective Services—Management of Prisons
- Audit of Water Resources Commission administration functions

SIGNIFICANT PROFESSIONAL DEVELOPMENT EXPERIENCES

Participation in the Senior Management Development Scheme ... Over eleven years' participation in International Training in Communication Club (Toastmistress) including as Federal Secretary and Treasurer ... Contribution to scientific literature by the acceptance for publication of many articles and research findings ... Representation on EEO Implementation Committee of the Dept of Minerals and Energy ... Presenter at many workshops both within the Public Sector and Community, and at many conferences and conventions ... Elected Member of State Government Central Coordinating Committee of Spokeswomen.

CONTACT INFORMATION

Postal Address: PO Box 16, Manning 6152

Residential Address: 125 Herbert Street, Manning 6152

RÉSUMÉ OF:

WAYNE MORAN

58 Warburton Street
Winthrop 6150

Tel: 489.1347 (H)
Message: 381.3291

OBJECTIVE

To apply my marketing and sales management experience, together with formal tertiary studies, to the expansion of my employer's business in an efficient and profitable manner.

CAREER SUMMARY

My worklife experiences have included overseas appointments and substantial responsibilities for revenue and customer service. From these I have learned much and contributed energetically to achieving my employers' objectives. In particular, recent skills development has increased my awareness of complex product costing, profit optimisation and initiatives into new markets.

PERSONAL DEVELOPMENT AND QUALIFICATIONS

- Won selection for and successfully completed Curtin University (School of Marketing) Certificate Course in Marketing (1988)

- Completed studies part-time in Basic Marketing Certificate (West Perth College of TAFE). Completed QANTAS Export Procedures Training Course. Participated in Workshop 'Account Development Strategies' (Learning Systems International)

EMPLOYMENT RECORD

CATS BUSINESS DESIGN AND MARKETING PTY LTD — **AUGUST 1988 TO DATE**

Responsible for the marketing, sales and product design functions, reporting to the Marketing Director.

Nature of Business:
- Design and manufacture of specialist exhibition presentations
- Interior design, shop-fitting, joinery
- Project management for tenancy fit-outs

Responsibilities:
- Research and develop new markets and plan and implement the launch of new products
- Supervise sales, technical and administrative staff
- Research and compile sales forecasts and budgets on new products and markets
- Maximise profitability by reducing overheads
- Prepare and maintain accurate job costings
- Develop packages and products in exhibition market sector

CATS BUSINESS DESIGN AND MARKETING PTY LTD continued

Accomplishments:

- Researched, evaluated and subsequently extended employer's business into two new market sectors
- Sourced tender information from major building industry groups which eventuated in winning contracts at Fremantle Exhibition Centre
- Generated 25% increase in turnover in Exhibition market in 12 months
- Negotiated on government and private sector tender contracts and maintained complete project management on design and manufacture budgets from $50,000 to $200,000
- Controlled Exhibition Market Sector with annual turnover ($2 million)

INTERNATIONAL CARRIERS LTD **JUNE 1984 TO JULY 1988**
(London, Bahrain, and Perth)

My first appointment was as Credit Control Clerk, later as Sales Office Management and Sales Representation in London office. I was selected for assignment to Bahrain initially as Sales Representative. Subsequently, further promotion to Sales Manager for the Bahrain Sales and Operations Office occurred in early 1987.

- Increased existing client revenue by 15% and accomplished 10% new business revenue in excess of budget target
- Honed negotiation skills in contract and tender marketing with Arab counterparts and Local Government Officials
- From date of assignment in new territory met revenue targets each month
- Launched two new products effectively after researching legal and financial aspects
- In highly competitive West End market of London accomplished major extension of public relations activities resulting in new business

SHELL AUSTRALIA PTY LTD **DECEMBER 1981 TO JANUARY 1984**

Sales Ledger Clerk: Liaised with clients and agents over rebates and account enquiries, and involvement in accounting procedures such as invoicing, monthly reporting, sales tax administration, etc. As part of a retail sales training program, undertook part-time management of retail sites and at time of resignation was totally responsible for the property management, cash management and security, and stock control for a major Service Station.

OTHER FACTS

No stranger to adapting to new situations and working hard...particularly enjoy the intellectual challenges in marketing strategy development as well as their implementation...active sportsperson...referees will be volunteered if required.

Résumé of:

GARY EVANS

Tel: (002) 60.3123 or leave message on (002) 66.3015

OBJECTIVE

A research and advisory position within the environmental sciences where my tertiary training in earth and marine sciences and experiences within Australia and overseas can be applied to environmental issues

GEOGRAPHICAL COVERAGE

Assignments to date have included work within New South Wales, Queensland (and South Pacific Rim), Tasmania, Western Australia; North West Territories and Northern Saskatchewan, Canada; also South and North Island, New Zealand

PRÉCIS OF EXPERIENCE

MANAGING ENVIRONMENTAL STUDIES:

Assisted in oil pollution toxicology studies on Sydney Rock and Pacific Oysters

Participated in and reported on University studies of Lady Musgrove Island on Great Barrier Reef. Also Sydney Harbour sedimentation, sonar interpretation and mini submarine surveys

Participated in studies of marine biology and sedimentation in Bass Strait

TECHNICAL:

Solved logistical and organisational problems in field camps—between contractors, management and staff

Compiled detailed maps from aerial photographs and ground exploration

Conducted oil exploration drilling on NW Shelf Western Australia

Consulted on soil erosion during Canadian summer for ski resort in British Columbia

INTERACTION WITH INDUSTRY AND GOVERNMENT:

Acquired comprehensive knowledge of legislative requirements relevant to mineral extraction and exploration

Conducted lease acquisition and liaison with Lands Dept and Bureau of Mineral Resources

Liaised with operating mines concerning daily mining operations, mine rehabilitation and economic management

Self-funded tour of Alaskan oil spill and appraisals of interactions of parties involved, i.e. technical, media and officials

Negotiated with land owners and government officers at State and Federal level

FINANCIAL MANAGEMENT:

Monitored and reported on exploration project budgets

Organised and managed contractors and field staff payments

SUPERVISORY:

Managed field camps of up to fourteen staff over extended periods

Effectively liaised with Field Assistants and Company executives

Planned and supervised alluvial gold trial mining project

OTHER SKILLS DEVELOPMENT

Competed a number of training courses including such subjects as First Aid, Gold Exploration Sampling, Staff Supervision, Computer Skills.

EMPLOYMENT RECORD

Burkett Henderson Consulting Ltd Canada	4 months
Everton Explorations (Australia)/CSR Minerals	12 months
CRA Mining Ltd	13 months
Minenco Corporation	9 months
Halberton Overseas	4 months

Fairley Oil & Overward Mining
Part-time employment concurrent with studies

FORMAL QUALIFICATIONS

BSc Double Geology Major. Thomas Cook University, Graduated 1986

PROFESSIONAL MEMBERSHIPS

Australian Institute of Mining and Metallurgy
Thomas Cook Queensland Geological Society

OTHERS FACTS ABOUT ME

Prepared to travel at short notice ... Enjoy excellent health and fitness

CONTACT ADDRESS

32/204 Glebe Point Road, Shipwrights Point 7116

Career Profile of:

LORRAINE CONLON

Telephone: (08) 413.3148 (H)
(08) 411.3299 (W)

(Prepared to relocate subject to employment opportunity)
(Available for employment within two weeks of an appointment)

OBJECTIVE

To be employed in the Publishing Industry as an Editorial Staff Member, where my eight years of secondary education teaching experience of English and History and my love for and aptitude in the English language will be utilised and extended.

CAPABILITY SUMMARY

I am effective in working with groups of people in an initiatory and supervisory capacity and as a presenter of information to others. I can work independently or as part of a team. Have demonstrated an ability for design and implementation of concepts, time management and sound communication skills, both written and oral. Am able to organise and accept responsibility. Experience in copy production and printing processes has also been gained.

EDUCATION

BA, Majoring in English and History, University of Adelaide, 1980

Diploma of Education, University of Adelaide, 1981

PRÉCIS OF SKILLS

- Established the school magazine, 'Revelations' (100 pages, 550 copies)—an activity which involved many diverse skills, e.g. fundraising; budgeting and print run decision making; liaison with students, staff and the business community; selection and editing of magazine copy; photography: subject selection, processing and screening; layout; proofreading; marketing and sales administration
- Proven aptitude in critical analysis, design and basic editing skills
- Identifying problems and inefficient processes and suggesting and implementing solutions
- Design and production of training aids and resources, e.g. slides, overhead transparencies, videos, senior text notes
- Motivation of participants in the learning process

PRÉCIS OF SKILLS continued

- Ability to recognise, motivate and utilise the skills of 25 persons in the production of the school magazine
- Capable of adapting concepts to suit the needs and abilities of diverse groups
- Ability to communicate with a wide variety of people and establish trust and rapport in the working environment
- Ability to communicate effectively and concisely in written and oral form

EXAMPLES OF COMMUNICATIVE ABILITY

- Research, compilation and presentation of reports, programs, submissions, e.g. Student Liaison Officer PEP submission to the Education Department
- Devised and implemented policy changes designed to develop a more productive, positive work environment, e.g. Drop Everything And Read program (DEAR), examination policy and course content within the English faculty
- Experienced in achieving results through others by involvement in Adult Education. Served, in a voluntary capacity, as Secretary of the Community Studies Centre, McLaren Vale Region, (2 years); Committee Member, (3 years)
- Active involvement in programs designed to foster pupil and staff welfare, e.g. Peer Support and Participation and Equity Program
- Eight years' experience in planning programs and designing curriculum units

PERSONAL TRAITS

- Quick grasp of detail
- Perception
- Love of literature
- Sense of thoroughness and accuracy
- Adaptability
- Professionalism

PERSONAL DATA

Enjoy reading, theatre, scuba diving, travel, tennis, choral society

Address: 48 Cliff Street, McLaren Vale 5171

REFERENCES AND REFEREES AVAILABLE ON REQUEST

Résumé of:

WILLIAM BUCKLEY

25 Martin Drive, Minjilang 0822 Tel: (089) 28.3102 (H)

OBJECTIVE

To be employed in an environment which rewards fairly by results achieved and which appreciates hard work and integrity in carrying out assigned tasks.

Am skilled in working with groups of people and am an effective presenter of data to others. I can work independently or fit in and work well with a team.

PROFESSIONAL SKILLS AND ACHIEVEMENTS

Training Skills

- Assessment of learning needs
- Determining structure, content, suitability and application of tuition programs, resources, time and people
- Design and production of training aids and resources with a variety of audio-visual materials, and working with a variety of media products involved in the production of media presentations
- Able to speak comfortably to small and large groups

Organisation and Planning Ability

- Developed the capacity to handle efficiently own workload and to organise others
- Coordinated participants in particular programs, functions and competitions
- Evaluated effectiveness of programs, time and people
- Organised the work tasks and schedules of others and the performance required

Administration

- Assistant Form Master of Years 9 and 10 requiring roll-keeping, communications with parents, counselling skills, organisation of sport

Communication Skills

- Provided information and instruction to other staff members and members of the public to increase their expertise or knowledge on a particular subject matter
- Presentation of documentation of programs, schedules, rationales and objectives
- Comfortable when in liaison with varied age groups, occupations and administrative levels
- Dealing with situation specific vocabularies—legal, business and educational
- Devised methods of promoting various events

CAPABILITY SUMMARY

While the major part of my employment has occurred within the secondary education system, I have gained valuable experience as an instructor in the adult HSC course at the Darwin College of TAFE.

PROFESSIONAL DEVELOPMENT AND FORMAL TRAINING

- Currently undertaking Masters of Education (University of New England) as an external student
- BA (University of Sydney) 1984
- Diploma of Teaching (Catholic College of Education) 1978

CAREER RECORD

ST JOHN'S COLLEGE **1982 TO DATE**

English and History Teacher and Coordinator of Year 9 program for three years

DARWIN COLLEGE OF TAFE **1989 TO DATE**

Concurrent with the above, part-time teacher of Modern History, including contribution to the Modern History Assessment Scheme

ST BARTHOLOMEW'S COLLEGE **1979 - 1981**

English and History Teacher, and Assistant Form Master Years 9 and 10

REFERENCES WILL BE PROVIDED ON REQUEST

Résumé of:

MELANIE GALE

Tel: (02) 665.3921 (H)
(02) 287.3940 (W)

CREDENTIALS FOR EMPLOYMENT WHERE MY KNOWLEDGE OF MANAGING CREATIVE PROJECTS AND MARKETING CONCEPTS AND EVENTS CAN BE USEFULLY APPLIED

OBJECTIVE

I am seeking an employment opportunity which uses my promotional skills, creativity and ability to get things done preferably in a Media environment and/or Public Relations role.

SUMMARY OF SKILLS

Promotional/Marketing Skills

As Advertising Sales Representative for a prestigious magazine, major newspaper, self-employed with successful overseas tour 'packaging', marketing and leading groups, other entrepreneurial activities involving product design, promotion and sale. Acquiring in the process practical business experience, acumen and contacts.

Creativity

As Exhibition Designer, Graphic Artist and Art and Craft Writer for clients such as Peter Wallis Gallery and Vogue magazine. Acquiring in the process a good sense of colour, design experience, project management ability, copy writing, media release creation and printing process knowledge.

Teaching Skills

As Art Teacher for three years with Dept of Education and later as Head Teacher, Art Department, St Bernadette's College. Acquiring in the process patience, tolerance, stress management and skills in organising others

FORMAL TRAINING ACHIEVEMENTS

- Certificate studies in Marketing, Centre for Business Studies, University of Technology, Sydney 1988
- Courses completed in Media Production methods and procedures at Max Rowley Media Academy in 1989: 1. School of Radio 2. School of Television
- BEd (Art), College for Advanced Education, Graduated 1984

PROFESSIONAL DEVELOPMENT EXPERIENCES

Executive Committee Member, Women and Management
Member, Women in Marketing
Assertiveness Training course
Overseas travel
Managing career transition from teaching through self-employment ventures to new learning and employment in media environments

PERSONAL

Am a good team member on projects yet capable of working solo on difficult tasks...good at concept visualisation...maintain sense of humour despite obstacles to objectives...am a competent negotiator...no stranger to deadlines, media personnel, managing clients and providing excellent customer service and liaison efficiency

CONTACT INFORMATION

Unit 9, 574 Anzac Parade, Kensington 2030 Tel: (02) 287.3940 (W)
(02) 665.3921 (H)

REFERENCES

Written references and names of referees available upon request

Résumé of:

FIONA RICHARDS

Telephone: (07) 543.1785

OBJECTIVE

To obtain a long term position within the Hospitality and/or Tourism sector where my communications ability, training and skill in interpersonal relations and time management can be applied.

My competencies could be usefully engaged in tasks associated with customer and public relations, staff training and/or administration.

Availability for employment: Immediate

SUMMARY OF SKILLS

My teacher training and practical experience over fourteen years has developed competencies in dealing with difficult and challenging situations on a daily basis. Leading groups, organising the work of others and conflict resolution are developmental experiences which have contributed to my ease with strangers and dealings with the public.

EMPLOYMENT RECORD

Qld Department of Education 1976 to present

Initially appointed as an Assistant Teacher then promoted in turn to Executive Teacher with the concluding position being as Assistant Principal. Fulfilled temporary position as Pre-school Director on a number of occasions.

PROFESSIONAL EXPERIENCE

1. COMMUNICATIONS

* Dealing with customer inquiries while working for the State Bank (five months) and Fortitude Valley Community Centre (several periods over five years)

* Experienced in speaking to small and large groups—students, parents, general public—concerning education, current affairs, and community interests

* Design of tuition programs, scheduling of training and evaluation methods for instruction and learning have featured regularly in my employment

PROFESSIONAL EXPERIENCE continued

2. MANAGEMENT

* Administered budgets and funds allocation, plus expense control
* Designing situations for staff development and their participation in the decision-making process

3. ORGANISATION

* Assessments of learning needs
* Determining structure, content, suitability and application of teaching, resources, time and people

4. COUNSELLING

* Liaison with others on a one-to-one basis to resolve sensitive problems
* Formulating the development of self-esteem and appropriate behaviour in others

5 PERSONAL TRAITS

* Sense of order and thoroughness
* Ability to work with others as a team

FORMAL QUALIFICATIONS

Diploma of Teaching, Capricornia Institute of Advanced Education
Resource Teachers Course Certificate
Early Literacy In-Service Tutor Training
BA Three units completed by part-time studies

OTHER FACTS ABOUT ME

Am prepared to relocate subject to career employment opportunity ... have no personal circumstances which would inhibit travel or rostered work attendance requirements ... take pride in a high standard of personal grooming and the ability to remain calm in busy situations ... am no stranger to travel or hard work ... reference letters can be provided if required

CONTACT ADDRESS: 33 Fairfield Street, Kedron 4031

ODILE CIMITIERE

Tel: (w) 03.360.3090

CREDENTIALS FOR APPOINTMENT AS
CLUSTER DIRECTOR, VICTORIAN DEPARTMENT OF SCHOOL EDUCATION

OBJECTIVE

To apply my policy formulation, interpersonal and management skills in conjunction with my practical experience since 1975 within Education to this challenging opportunity. One for which I have prepared well and look forward to making an effective contribution.

CAPABILITY SUMMARY

EDUCATIONAL PROGRAM DELIVERY

BUDGET AND RESOURCE MANAGEMENT

PRACTICAL EEO AND AFFIRMATIVE ACTION PRACTICES

HUMAN RESOURCE DEVELOPMENT

TEAM FACILITATOR

PROJECT MANAGEMENT

NEEDS AND TASK ANALYSIS

DEVELOPING PERFORMANCE OBJECTIVES AND MEASUREMENT METHODS

TERTIARY EDUCATION

Bachelor of Education, South Australian College of Advanced Education 1980

Diploma of Teaching (General Primary), Phillip Institute of Technology 1982
Graduated with Merit and Credit Grades

Teachers Certificate, 1976 plus List 1, 2 and 3 qualifications

CAREER EMPLOYMENT RECORD

Infants Teacher from 1977 to 1979 in country and city based schools followed by selection as Consultant in 1981 in Early Childhood Education Horsham region. In 1986 appointed Principal of a Public School. Currently I am Inspector of Schools with management responsibility for fifteen Primary Schools, six secondary schools, one school for specific purposes and one intensive language unit.

PROFESSIONAL DEVELOPMENT

- Researched, prepared and delivered many major papers at State and National conferences, seminars and workshops
- Teaching experience overseas, e.g. Singapore
- Team member in initiatives in Social Studies, Science, Mathematics and Parent Education
- Appointed one of the first Consultants in Early Childhood Education in 1981

PROFESSIONAL ASSOCIATIONS

Member Australian Council for Educational Administration

Member Australian College of Education, Fellowship conferred

Member Australian Reading Association

Member Primary Principals' Council

Member Central Metropolitan Visual Arts Committee

Member PETA

ADDRESS FOR CORRESPONDENCE

67 Randwick Place, Mentone 3194

Résumé of:

MARIA GIORDANO

Tel: 07.322.9310
3/57 Bellevue Street, Ithaca 4059

OBJECTIVE

To apply my organising, data management and communications skills to appropriate tasks with public relations and/or corporate image objectives.

SUMMARY OF CREDENTIALS

- Special event organisation
- Communications with media contacts
- Production of professional newsletter
- Some editing and proof-reading
- Researching and compiling specific mailing lists
- Thoroughly experienced in Wang Word Processing

SAMPLE OF CAREER ACHIEVEMENTS

- Coordinated social and business functions for dealing room staff
- Catered a buffet luncheon once a month for approximately 30 people
- Organised meetings and travel arrangements
- Liaised with media
- Arranged a weekend conference for Hong Kong Bank staff
- Produced a Monthly Economic Report which entailed:
  - meeting the deadline, i.e. ensuring media received copies before the embargo
  - liaising with printers and mail house
  - ensuring correct distribution
  - negotiating with general public in regard to the Report and determining whether they were eligible for a copy
  - ensuring correct distribution of the Report to Hong Kong Bank worldwide
  - implementing a cheaper and more efficient method of producing labels

MARIA GIORDANO **Page 2**

EMPLOYMENT RECORD

Hong Kong Bank Limited **October 1987 - June 1990**

Personal Secretary to Chief Economist
Secretary to Chief Manager Administration
Secretary Administration Department
Receptionist

USEFUL TRAINING

Commercial Education Society
Credit Grade awards for studies and exams in Shorthand and Typing

Commercial Business College
Secretarial and Business procedures Course Completed 1986

Résumé of

HENRI KRIEL

86 Serpentine Crescent, Moonah 7009 (002) 27.3045

OBJECTIVES

- To contribute to, or lead, Export Marketing Strategies and Negotiation in an industrial, commercial or service industry environment.
- To apply over twenty years' commercial experience, international trading and business skills acquired through such appointments as Production Planner through to General Manager and Member, Board of Directors to identifying sales prospects and increasing revenues though exporting. In the process have access to useful contacts developed within Europe, South-East Asia and USA to facilitate accomplishing new business development objectives as appropriate.

MAIN KNOWLEDGE AREAS

My main knowledge areas are:

- Export Sales Support
- International Trading
- Customer Liaison - Domestic and Overseas
- Sales Data Analysis
- Market Research - Domestic and Overseas
- Import and Export Practices
- Agency Management
- Warehousing and Distribution
- Forecasting and Budgeting
- Tender and Proposal Preparation

PRODUCT SPECIALITY:

My commercial accomplishments have been achieved within the furniture, paper products, laminating, and stationery sectors. In addition, I have a good knowledge of wines and an ability to apply my marketing skills where equipment associated with vessels and naval requirements are involved. I am no stranger to marketing to both the Public and Private sector and with retail and wholesale customers.

PROFESSIONAL AFFILIATIONS

- Member, Rosny Park Businessmen's Club
- Former Charter President, Rotary Club
- Former Member of Board, National Furniture Manufacturers' Association
- Graduate, Royal Naval Academy, Dartmouth

CAREER RECORD

- Naval career preceded appointment to furniture manufacturers
- Earned progressive promotion to Technical Director and Member of Board
- Acquired sole sales rights on migration to Australia and managed this operation
- Carried out sales and later General Management duties for PVC Stationery
- For two years was self-employed within stationery industry 1983-85

PERSONAL

Permanent Resident of Australia since 1975 ... prepared to relocate subject to employment opportunity ... am able to converse in Danish, Swedish, Norwegian, English and German ... Referees will be provided on request.

Career Profile of:

ANDREW YOUNG

58 Greenhill Road
UNLEY SA 5061 Tel: (08) 482.9501

CAREER OBJECTIVE:

To utilise twenty years successful and rewarding commercial experience to obtain a management position in sales or product marketing with an established company in the field of consumer products.

For a proven performer, this position should allow career development into top marketing and sales or general management.

CAPABILITY SUMMARY:

- DEVELOPED and implemented marketing programs for internationally known brands of high volume consumer products.
- SUPERVISED product development and improvement from conception to market release.
- PARTICIPATED in and coordinated the development of sales objectives and strategies.
- EXPERIENCED in management and direction of national advertising campaigns supported by substantial production and media budgets.
- NEGOTIATOR of major accounts with proven record of success managing sales and support personnel in their territories.
- SOUND COMMERCIAL SKILLS in accounting, budgeting, inventory control, margin retention and analysis of sales and market trends.

RELEVANT TRAINING AND EDUCATION:

- Advertising Certificate — Adelaide Technical College
- Commerce Certificate — Individual subjects at Adelaide Technical College
- Fortune Creative Selling Skills Program — Fortune Management Services
- Management Course 'Total Quality Commitment' — Quality Training Centre

PROFESSIONAL CAREER RECORD:

FAIRWEATHER LIMITED **1985-1990**
(Appliance Manufacturer)

Retrenched when the manufacturing and trading operations of Fairweather Limited ceased on 20 September 1990.

Joined as a Senior Sales Representative and promoted to PRODUCT MANAGER — MICROWAVE OVENS following Fairweather's decision to manufacture microwave ovens in Australian under licence, commencing in 1989.

Broad function was to develop overall marketing programs for microwave ovens. To participate in and coordinate the formation of sales objectives and strategies, advertising and promotional campaigns and to ensure the execution of these programs.

Major Achievements:

- Increased territory turnover 270% during a three-year period by developing new and existing business.
- Rapid promotion in recognition of demonstrated ability to plan and implement wide range of advertising, promotional and marketing programs and strategies.
- Identified and persevered with the implementation of revised data-gathering procedures for quality control fault analysis which previously had failed to capture all true costs of operations.
- Developed clear market profiles for two brands of ovens and worked up new styling and promotional formats to meet those profiles.
- Produced the new product brochure in Australia as a major step to support this new profile.

ALAN J SMITH **1983-1984**

Bought into a partnership servicing the clothing industry. Major achievement was to increase receipts by 100% over a two-year period without any appreciable increase in operating costs.

PROFESSIONAL CAREER RECORD continued:

GEC AUSTRALIA LTD **1971-1982**

Commenced as COMMERCE TRAINEE with Industrial Products Division, responsible to the Master of Apprentices.

Transferred to Consumer Products Division as ASSISTANT to Advertising and Sales Promotion Manager, responsible for maintaining financial records of a multi-million dollar budget; supervision of work-in-progress; liaison with product managers; supervision of production of brochures, point of sale and packaged promotion material.

Appointed ADVERTISING AND SALES PROMOTION SUPERVISOR, responsible to SA State Manager. Responsibilities included following through promotional plans with retailers; placing subsidised advertising space; organising venues for and staging of trade releases and promotions.

Later successfully performed as SALES REPRESENTATIVE for three years and was promoted to METROPOLITAN DISTRICT MANAGER for two major brands. Trained, counselled and developed metropolitan representatives to achieve sales and profit objectives.

Promoted to Product Marketing Manager for Room Air Conditioners, Dishwashers and Heaters. Functions included:

- Marketing Programs
- Sales Objectives and Strategies
- Advertising and Promotional Programs
- Pricing Policies
- Inventory Controls
- New Product Potential Appraisals
- Methods for Field Testing Merchandising Programs
- Analysis of Market Trends and Sales Potential

REFERENCES WILL BE PROVIDED WHEN REQUESTED

DENISE KEEGAN

EMPLOYMENT SUMMARY

Employment terminated by the merger of Check-Out Australia Limited with Gardiner Australia Ltd. after 13 years' continuous service. Previously employed by an Insurance Company.

SUMMARY OF SKILLS

* Coding * Error follow-up * VDU inquiries * Distribution
* Letter format * Mailing * Sales data checking * File management

WORK EXPERIENCE

PARTICIPATED in the preparation of customer invoices through coding of each customer's account and checking total amount of sales.

CHECKED all new customer accounts and new adjustments, supervised the amendment of incorrect accounts.

OBTAINED information on customer master file and sales history through the use of the VDU.

COORDINATED the distribution of daily computer print out.

ARRANGED the collating of customer invoices with computer print outs.

ORGANISED all facets of daily mailing of the customer sales, plastic plates and monthly statements.

PRESENTED an improved letter format to enable agents to clearly define the correct forms to use for new customers.

MANAGED the reorganisation of the filing system and file room using both alphabetical and numerical filing systems.

EXPERIENCED in mail room and delivery rooms.

PRODUCED all types of printed material through use of off-set printer.

OPERATED Rank Xerox photocopiers.

PERSONAL DATA

A self-motivated person, am reliable at being able to work under minimum supervision. Have stamina in being able to work long hours. Non smoker.

Contact information: 93 Walker Street, (or P.O. Box 356)
Hovea 6071
Telephone: (09) 853.1349 (Home)

JOHN DYSON

15 Hopetoun Crescent, Croydon 3136 (03) 485.9136 (H)

OBJECTIVE

To obtain a challenging position with particular emphasis on advertising, sales promotion and public relations in a progressive organisation which expects a high level of performance and commitment from its executives.

SUMMARY

More than fifteen years of executive level experience in advertising, sales promotion, public relations and sales management. A proven track record in achieving results through managing and advising people. Planning, organising and communicating, together with an eye for detail, and sound administrative ability are the key skills offered to an employer who needs a problem solver.

WORK EXPERIENCE

ADVERTISING: Marketing Plans; Campaign Planning; Developing and Controlling Budgets; Media Selection and Analysis; Corporate Advertising; Consumer Advertising; Industrial Advertising; TV, Radio, Press, Outdoor Advertising; Sales Literature; Catalogues; Point of Sale Material; Packaging; Direct Response Advertising; Advertising Agency Operation; Prospect Identification; Market Research; Production Techniques; Copywriting.

SALES PROMOTION: Contests; Competitions; Incentive Programs; Conferences; Sales Aids; Trade Shows; Exhibitions; Distributor Tie-In Programs; Trade Promotions; Display Techniques; Merchandising; Initiated a number of successful sales and profit generating promotions.

PUBLIC RELATIONS: Media Releases; House Magazines; Annual Reports; Conventions; Meeting Arrangements; Product Launches; Media Liaison; Sports Sponsorships; Developed several sports sponsorships into major televised events.

SALES MANAGEMENT: Contract Negotiation; Key Account Liaison; Sales Forecasting; Budgeting—Expense and Sales; Expense Control; Sales and Management Training; Customer Relations; Territory Organisation; Staff Supervision; Dealer Recruiting and Set Up; Distributor Control and Development; Distribution Networks; Financial Management; Investment Recommendations; Credit Control.

SUBSTANTIAL TRAVEL EXPERIENCE: Have organised successful seminars overseas; am familiar with Pacific and Asian areas; have made familiarisation trips to Singapore, Hong Kong, Philippines, New Zealand, Hawaii, Noumea, Fiji and Tahiti in the last three years; have lived and worked overseas and travelled extensively in United States and Europe.

CAREER PATH

1985-90 National Advertising Manager. Ampol Group of Companies in Australia. Control of all Advertising, Merchandising, Sales Promotion, Public Relations, Corporate and Sports Sponsorships, Corporate Standards

1979-85 Merchandising and Advertising Manager. Ampol Australia Ltd.
Control of Advertising, Merchandising, Sales Promotion, Publicity, Sports Sponsorships, Sales Training

1978-79 Dealer Development Manager. Ampol Australia Ltd
Design and Implementation of effective training programs in Business Administration, Sales Development, Merchandising Techniques, Sales Promotion

1976-78	Regional Sales Manager (Vic)	Ampol Australia Ltd
1974-76	State Sales Supervisor (NSW)	Ampol Australia Ltd
1972-74	Sales Representative	Ampol Australia Ltd
1971-72	Sales Representative	Email Australia Ltd
1968-71	Promotions Assistant	Australian Trade Commission, London

BUSINESS EDUCATION AND TRAINING

- Fellow of the Advertising Institute of Australia
- Have lectured on marketing and advertising for two years to students studying for the Travel and Tourism Diploma at the School of Business Studies at Mentone Technical College
- Advertising Manager's Certificate, School of Visual Arts
- Sales Management, Australian Institute of Management
- General Management Course, Sydney
- Developing Executive Potential, Australian Institute of Management
- Finance for Non-Finance Executives, Australian Institute of Management
- Running Successful Seminars, The Training Company
- Business Communications, Australian Institute of Management

OTHER FACTS

Am prepared to travel widely if appropriate, to maximise employment opportunity and career development potential. Would consider relocation if necessary.

An employer or client of my services would be assured of tasks being approached with commitment and resolution. Like to be assigned difficult tasks involving important results.

Derive personal satisfaction from seeing younger people I've trained progress in their careers. Enjoy many varied relaxation pursuits. Am involved in local soccer administration and occasional voluntary PR for local clubs.

REFERENCES WILL BE PROVIDED ON REQUEST

Professional Profile of:

ROGER LAFONTANT

Tel: 08.471.9330

CREDENTIALS FOR APPOINTMENT TO A RESPONSIBLE POSITION INVOLVING THE ARTS AND THEIR CREATIVE AND FINANCIAL MANAGEMENT DIRECTION

SUMMARY

Over fifteen years' creative and professionally rewarding experiences within artistic endeavours ranging from musicianship, film, TV commercials, theatre, television, lecturing, composing, scripting, voice characterisation, authorship and arts production management. Have a strong commitment to quality, innovation and effective leadership of creative people

PRÉCIS OF SKILLS AND EXPERIENCES

- Project management
- Production of events, shows, film media, educational courses
- Budgetary management
- Script creation and consulting
- Sourcing, evaluating and selecting artistic talent
- Direction of productions for both youth and adult audiences in film, TV and theatre
- Promotional strategies and media relations
- Management of artisans, actors, production crews, subsidiary services
- Creation of artistic concepts, production outlines, pre-production planning and costing
- Extensive knowledge and use of contractual practices and copyright (Intellectual Property) specifically for actors and writers
- Composition of scores and themes

MANAGEMENT TRAINING

Television Directors Course, (Australian Film Television and Radio School) 1989
Producers Course, plus Production Management Course (Australian Film and Television School) 1988
Industrial Relations (ATUTA) 1989
Psychology of Negotiation and Conflict and Advanced Human Behaviour (Continuing Education, University of Adelaide) 1990
Effective Decision Making and Leadership Styles (WEA) 1989

SIGNIFICANT PERSONAL DEVELOPMENT EXPERIENCES

Selection for and twelve months' study as a Student Actor at NIDA...Membership of Management Team of a Professional Association...Actors Equity Sub-Committee Member...Award of Jazz Piano Scholarship to study in USA for 12 months ...Participation in and active role at many conferences and seminars associated with the ARTS Industry within Australia and overseas venues...six semesters as a student at the Conservatorium of Music, Sydney...Actors Training for three years at Independent Theatre (late Doris Fitton)...Participation in radio for Print Handicapped...established and developed own small business operations including creative talent agency

PROFESSIONAL AFFILIATIONS

Writer Full Member of Australasian Performing Right Association (APRA) ... International Union of Puppeteers (UNIMA ... SA Puppetry Guild ... Arts Law Centre of Australia

PERSONAL DATA

Am capable of extended hours of work...no stranger to tight deadlines and budgetary restraints...secondary education completed at Kensington High

CONTACT ADDRESS

14/269 Stafford Street, Hackney 5069

LIST OF PRODUCTIONS, VIDEOS AND PORTFOLIO AVAILABLE ON REQUEST

RAY HODGSON

Tel: (089) 86.9139 (H)

CAREER OBJECTIVE

To become a Second Officer with Australian Airlines with the intention of earning appointment as Check and Training Captain

QUALIFICATIONS

- Current Senior Commercial Pilot's Licence (Navair)
- Class One Instrument Rating (Navair) and one Renewal
- 1140 hours aeronautical experience in single and multi-engined aircraft, involving scheduled IFR freight runs, charter operations, aerial photography, parachute flying
- English, Mathematics, Physics, Chemistry, Geography, General Studies, studied to HSC level (Darwin Technical College)

CURRENT EMPLOYER

AIRSPEED CHARTER LIMITED **(12 Months)**
Pilot **Currently employed**

Flying Record:

- C210
- C206
- C182
- C172
- M201
- PA-30
- PA-23
- PA-31-350
- BE76

- Experienced discipline in maintaining tight schedules and gaining command experience in stressful situations

EXCELLENT HEALTH

- Meet the requirements for the issue of an Airline Transport Licence
- Last Medical November 1989

ADDITIONAL EDUCATION AND TRAINING

- Completed a four-year Fitting and Machining Course, plus Toolmaking Certificate
- Supervision Certificate Course (12 months)
- Currently studying part-time English, Mathematics, Physics at TAFE College of External Studies

WORK EXPERIENCE

- Prior to commencing my aviation career I successfully completed a four-year Apprenticeship in Fitting, Machining and Toolmaking. While studying, was employed as a casual orchardist and landscaper

COMMITMENT

- My strongest assets towards my chosen career are my self-disciplined, professional attitude and ability to listen to my seniors which enable me to make command decisions. I am motivated to achieve very high standards and to maintain the integrity of the industry

CONTACT DATA

- Address: 28 Appleton Crescent, Palmerston 0830

STEPHEN TUMIM

97 Adamson Circuit, Fairfield 3078 Telephone: (03) 573.9247

CAREER OBJECTIVE

- To become a commander of a modern airliner

CURRENT EMPLOYER

SOUTHERN AVIATION PTY LTD — GRADE 2 FLIGHT INSTRUCTOR (SINCE NOVEMBER 1988)

- Have flown predominantly throughout Victoria, with some experience in Tasmania, New South Wales and Queensland.
- Selected to evaluate competitive company with a view to takeover.

WORK EXPERIENCE

- Prior to aviation employment, worked as a labourer, cleaner, barman and gardener from which I saved hard to help fund my flying training program and overseas tour during which I visited several aviation centres.

QUALIFICATIONS

- Current Commercial Pilots Licence — (Nationwide Aviation Space Academy, 1988)
- Current Flight Radiotelephone Operator Licence with 10 words per minute morse code endorsement
- Senior Commercial Theory subjects — (anticipate satisfactory results May 1991)
- Class 4 Instrument Rating — (NASA 1988, anticipate Class 1 by October 1990)
- Grade 2 Flight Instructor Rating — (anticipate Grade 1 by December 1990)
- 1150 hours Aeronautical experience in single and multi-engine aircraft involving charter, instruction and aerial photography
- Mathematics, Physics, Chemistry, English and Chinese studied to HSC level — (Mentone High School, 1985)

ADDITIONAL EDUCATION AND EXPERIENCE

- Tutored Year 11 Mathematics — (Private Students, 1987)
- Piloted groups of Scouts in company of airline pilots over eight month period during 1989
- HSC Pure Mathematics - (Camberwell Technical College, 1989 — 12 weeks part-time)
- Celestial Navigation course - (Dept of Adult Education, 1990 — 10 weeks part-time)
- Experienced engine fire over Bass Strait in Piper Aztec
- Accompany Flying Doctor on days off on IFR flights throughout Victoria to experience co-pilot type environment

LEADERSHIP QUALITIES

- Initiated, organised and led groups of flying students to:

  . Government Aircraft Factories
  . Department of Transport Flying Unit
  . Point Cook Aviation Medical Course
  . Ansett Flight Training Centre
  . Australian Airlines Maintenance Base

- Take particular pride in ensuring my students reach their goals on schedule, maintaining the highest safety standards

- Overseas travel through 10 countries including:

  . 8 weeks' working in London
  . 3 months' solo through Europe, UK and USA
  . 4 weeks' study at the Language Institute, Philippines

EXCELLENT HEALTH

- Meet the requirements for the issue of an Airline Transport Licence.
- Sporting interests: Swimming, lifesaving, tennis, cycling, football (including club football)

MEMBERSHIP OF RELATED ASSOCIATIONS

- General Aviation Member — Australian Federation of Air Pilots
- Branch Member — Royal Aeronautical Society
- Associate Member — Aviation Medical Society

PERSONAL DATA

- Believe my strongest assets towards my chosen career are my self-disciplined professional attitude, attention to safety and eagerness to learn more to develop the highest standards possible. Find no difficulty in accepting the authority of my seniors and particularly enjoy working in a team environment.

- Keen interest in photography which has extended to developing a collection of contrasting cockpit prints

REFERENCES

- Available on request

JOE CHANG

Telephone: (H) (02) 725.3916
(W) (02) 221.8499

57 Arthur Street
Cronulla 2230

CREDENTIALS FOR COMPUTER OPERATIONS MANAGEMENT ROLE

CAREER OBJECTIVE

To use my experience of administrative systems and data processing operating in a position where staff management and training, work procedures, documentation, communication and processing systems require continual evaluation and improvement.

SUMMARY OF CAPABILITIES

- Staff Supervision & Scheduling
- Information & Installation Security
- Design of Procedures (User Training)
- Computer Operator Training
- Microfiche & Com
- Forms Design & Control
- Staff Appraisal & Counselling
- Network Operations
- Customer Liaison
- Computer Operations Analysis
- Input/Output Documentation
- Design & Maintenance of Procedure Manuals
- TP Systems
- Operating in a Multi-Processing Environment (8 CPUs)

EMPLOYMENT SUMMARY

Over 18 years within the data processing industry has been experienced in both in-house installations and large-scale customer bureau services. During this period I have gained an extensive knowledge of the operations function in all its aspects. In recent years I have been in charge of others and directed their training programs.

MACHINE FAMILIARITY

- Honeywell Level 66/80s, 2200 Series
- Honeywell DPS 8/70s
- AWA Classic II/75
- Hewlett Packard 3000s
- Honeywell Level 6/DPS6s
- Honeywell
- Digital VAX 11/750s, VAX 8810
- Tandem

EMPLOYMENT WITHIN RESPECTED EMPLOYERS

THE SYDNEY STOCK EXCHANGE LTD

Position: Shift Supervisor 1985 to present

During this period I have been accountable for the performance of up to 14 computer operators and administrative support staff, concurrent with being responsible for maintaining a 24-hour 6-day shift data processing service. The technical challenge has been to ensure that the multitude of Stock Exchange clients have been serviced with a national network, as well as internal schedules for data being met on schedule through hardware processors from five different suppliers. Consequently I have needed to maintain thorough knowledge of several operating systems to meet high performance expectations.

COMPUTER ACCOUNTING SERVICES PTY LTD

Position: Shift Supervisor 1978 to 1985

Initially appointed as Senior Computer Operator, later promoted within 12 months to Shift Supervisor, I was accountable for 24-hour 7-day bureau processing service to many commercial organisations via the national network based on hardware processors from three different suppliers. I was involved in staff induction, their training, schedule management, installation of new hardware and peripherals and liaison with clients within an environment of constant change.

DATA PROCESSING MANAGEMENT SERVICES PTY LTD

Position: Senior Computer Operator/Shift Leader 1976 to 1977

RANK XEROX (AUSTRALIA) PTY LTD

Position: Computer Operator 1972 to 1976

PERSONAL DATA

Prefer Sydney, but eager to travel regularly or relocate residence subject to nature of career opportunity...Have worked hard to develop interpersonal skills when relating to customers and/or clients of my employer...Level of remuneration and employment benefits is not so important as the opportunity to derive job satisfaction in my desired field of employment...Well used to tight schedules, irregular working hours and applying myself diligently to producing excellent results.

RÉSUMÉ OF

JILLIAN CARTER

54 Helen Street, Embleton, 6062
Tel: (W) 443.1766 (H) 84.1973

CREDENTIALS FOR REVIEW BY THE WA SOCIETY FOR DISABLED CHILDREN FOR THE POSITION OF SOCIAL WORKER — FREMANTLE REGION

CAREER SUMMARY

More than fifteen years' involvement in human care including extensive formal studies and practical work locally and overseas. In particular, I have been keen to develop specific capabilities in the human need areas of the disabled, the emotionally disturbed, and women's mental and physical health.

PRÉCIS OF COMPETENCE

* INDIVIDUAL COUNSELLING AND CASEWORK - people with disabilities and their families, people seeking assistance with birth control and sexuality issues
* GROUP WORK - people with disabilities, their siblings, parents and spouses
* HEALTH EDUCATION / HEALTH PROMOTION - authored and co-authored many publications, designed programs, led seminars, and held offices in many community organisations
* THERAPEUTIC TECHNIQUES - Crisis Intervention, Bereavement, Adjustment to Disability, Personal Growth and Self-Awareness, and Family Therapy
* COMMUNITY WORK - applied procedural techniques within organisations as well as in the field, thorough knowledge of health and welfare services
* DESIGN OF SELF-HELP PROGRAMS - able bodied and people with disabilities
* TEACHING - experienced in teaching within primary, secondary and tertiary education environments, as well as within public sector organisations and community education settings
* RESEARCH - into health and welfare service facilities and their users has been extensively undertaken, also many submissions have been developed

FORMAL QUALIFICATIONS

Postgraduate:
Bachelor of Social Work, University of Western Australia 1984
Graduate Diploma in Communications (Distinction), University of Technology, Sydney 1982

Undergraduate:
Bachelor of Arts (Sociology), Murdoch University 1971

PROFESSIONAL ASSOCIATIONS

Member, Australian Association of Social Workers
Member, Spinal Social Workers Group - WA
Member, Welfare Sub-Committee Paraplegic and Quadraplegic Association
Former Member (4 years), ANZ Society for Epidemiology and Research in Community Health
Member and Former State Executive Committee Member, Community Aid Abroad (WA)

EMPLOYMENT RECORD

Current:
Social Worker at Prince Henry Rehabilitation Centre since August 1985.

Previous:
These have included such positions over the period 1971 to 1985 as Senior Health Education Officer, Health Commission of SA; Health Promotion Coordinator, Royal Prince Alfred Hospital; Tutor for WEA and Dept of Community Health University of Adelaide, plus School of Community Medicine and Department of Social Work, University of WA; Clinic Coordinator and Director of Counselling at the Preterm Foundation; Education Officer at the Family Planning Association, and as a Primary and Secondary Teacher.

PROFESSIONAL DEVELOPMENT

Workshops:
Family and Therapy, Death and Dying, Relationships, Communications and Counselling Techniques, Gestalt, Counsellor Training, Self-Transformation series, Teamwork and Time Management.

Miscellaneous Student Attendances:
Medicine and Society plus Sex and Society - Dept of Sociology, University of WA; Child Psychology - Harvard University; Teaching Methods plus History and Philosophy of Education - Catholic Teachers College.

PEOPLE WHO KNOW MY WORK WELL

Peter Jennings, Senior Educator,
Prince Henry Rehabilitation Centre
(W) 443.1761

Dr William O'Sullivan, Psychiatrist and Medical Consultant
Prince Henry Rehabilitation Centre
(W) 443.1768 or (AH) 439.3819

Paula Gerald, Social Worker
Prince Henry Rehabilitation Centre
(W) 443.1768

KEN MORTON

58 The Grand Parade
SURFERS PARADISE 4217

Tel: (H) 93.4731
(B) 88.3910

CREDENTIALS FOR EMPLOYMENT IN ANY FACET OF
CREDIT CONTROL MANAGEMENT AND/OR SALES LEDGER
WHERE AN EMPLOYER CAN BE ASSURED OF
CONSCIENTIOUS, EFFICIENT SERVICE

QUALIFIED BY:

Many rewarding years in all phases of CREDIT CONTROL and INVESTIGATION. Background includes training and practical experience in Accounting, Financial Analysis, Law & Contracts and Staff Supervision. Am no stranger to difficult tasks, tight schedules, responsibility and accountability.

SUMMARY OF EMPLOYMENT ATTRIBUTES:

- Have demonstrated excellent attention to detail, organisation and time management
- Ability to work independently, take direction from or lead others; able to fit in and work well with people at all levels
- Consistently met and regularly exceeded objectives and schedules in credit and accounting tasks
- The following areas of commercial experience have prepared me well:

CREDIT MANAGEMENT	ADMINISTRATION
Credit Policy	Sales Ledger Management
Debt Control	Accounts to Trial Balance
Cash Flow Analysis, Forecasting & Reporting	Reconciliation (Manual & Computer Data Files)
Trading Terms	Data Entry-EDP Facilities
Collection Practice & Procedures	Monthly Statistics
Litigation Processes	Staff Supervision & Training
Solicitors' Briefings	Manual to EDP System Conversions
Collection Agency Expense Reduction	Compiling & Maintaining Accounts/ EDP Procedure Manuals
Supplier Contract Administration	Customer Account Queries
Credit Investigations	

ACHIEVEMENTS OF NOTE:

- REDUCED debt level from 5% to 0.05% in less than 3 years in international hotel chain
- CLEARED 90% of old accounts, i.e. in excess of 6 months, within the travel industry
- IMPLEMENTED effective credit and trading policies and practices as my employer expanded from 6 to 22 hotel establishments
- DESIGNED and led implementation of a debt progression policy with substantial improvement in cash flow
- EARNED many commendations from my supervising managers on accuracy, timeliness and detail of credit status reports
- ACQUIRED useful knowledge and developed an attitude in preparing documentation for recovery of debts through litigation
- ABLE to maintain sound customer relationships within the administration of credit function
- PROVEN RECORD of thoroughness in processing credit applications
- KNOW WELL the importance in credit control of efficiency of internal communications with the Finance, Marketing and Sales functions

RECORD OF RESPECTED EMPLOYERS:

- PARADISE PALMS HOTEL LTD
  (Conference and Banqueting Complex — 550 rooms)
  Position: Credit Controller/Sales Ledger Supervisor (5 1/2 years)
- CREDIT MANAGEMENT AGENCY
  Position: Special assignments in credit management consulting for Hilton International Hotels (7 months)
- MILTON TRAVEL
  Position: Credit Controller (2 years)
- RAMADA HOTELS
  Position: Special Investigation Assignments

PERSONAL DATA:

- Sound working knowledge of commercial law relating to credit and contracts
- Believe that though my special expertise is credit administration within the Hotel, Tourist and Travel industries my skills and knowledge are readily transferable to other areas of commerce
- Member, Institute of Credit Management

KEVIN J SEARLE, MACS

49 Howard Street
BEENLEIGH 4207

Tel: (H) 830.3005
(B) 970.3977

OBJECTIVE:

I am keen to apply my skills in information systems, systems reform and sound commercial acumen to the creation of genuine benefit to clients in consultancy tasks. My technical management background and demonstrable skills in managing professional staff, together with tenacity in complex problem solving, support this objective.

I enjoy not only the investigative aspects but also the creation of imaginative solutions integrated with advanced data processing and telecommunications technology. As an experienced executive with substantial cost centre responsibilities, I am able to contribute to overall organisational analysis and re-structuring, if warranted, in a variety of environments.

CAREER SUMMARY:

Twenty years' practical experience in data processing and information management, with a thorough grounding in the earlier period in programming and systems analysis and design. My most recent professional contribution has been within a highly competitive commercial environment where exceptional results have been achieved. As a member of the executive management team employing 600 staff, we have produced the highest productivity per sales dollar on record and in two years increased revenue from $60 million to $200 million within the industry sectors of Government, Education, Medical, Commercial and Finance. This involvement in an information technology, marketing and customer support organisation has usefully built on my prior role in planning and implementing information management systems for a multi-faceted marketing oriented manufacturer over a seven and a half year period.

ACHIEVEMENT SUMMARY:

* **INFORMATION STRATEGY**

Moving computing into the hands of the users for planning, operational word processing applications.

Established new framework for information systems by top-down planning:

Identification of key result areas and key tasks required for the company to achieve its objectives of the five year plan.

Creation of a data model reflecting the total company-wide view of data.

* **PLANNING & DEVELOPMENT**

Directed the development of manpower plans to support Information Service functions for the South Pacific Region for many sites. Identified Key Result Areas and Tasks required for business objective achievement. Developed information strategies to support these. Created data model for total business logistics information.

Computer Operations
Directed development of computing and communications for South Pacific Region which incorporated connection to world-wide network. Improved scheduling and reliability performance of data centres through new procedures and standards development.

Office Automation and Administration
Developed plans for automating large-scale office communications. Installed 52 integrated workstations and led telecommunications requirements analyses study for an interstate network. Directed review of functional areas resulting in organisational and procedure reform which included development of National Procedures documentation.

* **STAFF MANAGEMENT**
Recruited, trained and directed work of 30 staff and contractors. Focused on morale and productivity improvement successfully.

* **COMMERCIAL DEVELOPMENT**
Researched, evaluated and recommended restructuring of purchasing, warehousing and distribution functions. Guided subsequent change process.

EMPLOYMENT RECORD:

Information Services Manager, South Pacific Region
DIGITAL CORP July 1984 to present

Business Systems Manager
RECKITT & COLEMAN Oct 1976 to June 1984

Systems Analyst
CUSTOM CREDIT Dec 1972 to March 1976

Systems Analyst/Programmer
STERLING PHARMACEUTICALS May 1972 to Dec 1972

PROFESSIONAL DEVELOPMENT:

* Management Development Program,
  Australian Administrative Staff College, Mount Eliza - 1983

* Systems Analysis,
  National Computing Centre, United Kingdom - 1973

JOHN RADOVAN

51 Mulwalla Crescent, Turramurra 2074
Tel: (02) 498.9301 (home)

CAREER OBJECTIVE

My objectives are to broaden my experience and skills in computing, particularly in communications, local area networks, and in computer languages in an employment environment which would make use of my investigation, diagnostic, analytical and system solution skills.

CAREER SUMMARY

Formally trained in electronics, telecommunications, data transfer systems with progress into data processing, particularly data capture, technical specifications, programming, computer interfaces, and system testing.

EMPLOYMENT FOCUS

Would prefer an employer engaged in service to clients in computing, software and/or communications.

COMPUTING SKILLS

- Specification and design of computer systems from user's requirements
- Problem analysis and design of system solution
- Programming substantial technical systems (Language: primarily BASIC)
- Design of communication protocols
- Interfacing of different computers for the transfer of information
- Hardware testing and diagnostic procedures
- Interfacing of external hardware to computers
- Barcoding
- Use of Digital Command Language (RSX 11M+), Personal Computer DOS, CPM
- Use of DOS packages (Lotus, Word, Open Access, etc.)
- Technical drawing

EDUCATION

Bachelor of Engineering, University of New South Wales, graduated 1971
Specialised in Electrical Engineering (Communications and Electronics)

PROFESSIONAL DEVELOPMENT

TECHNICAL

Electrical Wiring, Sydney College of TAFE, 1983
Microprocessor System Development, University of Technology, Sydney, 1982
Measurement and Instrumentation, University of New England, 1978

MANAGEMENT/COMMUNICATIONS

Management Training, In-Company
Communications, In-Company
Technical Writing and Communication, Sydney College of TAFE

CAREER RECORD

LANDSDOWNE LIMITED **JANUARY 1984 - OCTOBER 1989**
Information Systems Officer

Responsibilities: Specification, design and implementation of automatic data capture system (data transfer directly from scientific instruments to computer). Evaluation of commercial software and hardware. Cost/benefit evaluation. Programming for workstation computers.

LANDSDOWNE LIMITED (REFINERY) **JANUARY 1981 - DECEMBER 1983**
Instrument/Energy Engineer

Responsibilities: Installed and upgraded computing system associated with energy metering. Also supervision of instrument workshop. Specification, design and commissioning of instrumentation systems. Analysis of energy consumption for energy reduction.

LANDSDOWNE LIMITED (MILL) **JUNE 1980 - DECEMBER 1980**
Shift Chemist

Responsibilities: Supervision of factory process workers and overall control of factory process.

LANDSDOWNE LIMITED (CENTRAL LABORATORY) **1974 - MAY 1980**
Instrument Officer

Responsibilities: Maintenance of laboratory instruments, design and manufacture of factory instruments, testing and evaluation of commercial instruments, troubleshooting technical equipment. Fulfilled technical study and advisory services on overseas assignments to Europe, USA and Fiji.

GEC AUTOMATION & CONTROL **1972 - 1974**
Electronics Design Engineer

Responsibilities: Electronics design, construction and commissioning of logic and audio equipment associated with intercom and telephone systems. Designed and commissioned a large intercom system for Gove Alumina. First appointment was as Draughtsman and later transferred to construct new sub-station.

Résumé of

PAUL DENHAM

28 Carlton Street, Greensborough 3088 Tel: (03) 798.3011 (H)

OBJECTIVE

To obtain a supervisory position where my extensive experience in warehousing/distribution and packaging can be applied.

The discontinuation of production by my current employer and my subsequent immediate availability for employment give an opportunity to apply this training and knowledge to a new employer.

SUMMARY OF SKILLS

- WAREHOUSING MANAGEMENT
- PRODUCTION CONTROL
- INVENTORY CONTROL
- PACKAGING AND QUALITY CONTROL
- TRANSPORTATION
- MATERIALS HANDLING

MY RECENT POSITION

- Supervise 80 personnel
- Manage two-shift production
- Maintain industrial relations
- Contribute to production planning
- Responsible for JIT pharmaceutical products
- Recruit and select staff
- Supervise production and warehouse staff training
- 48 million ampoules and 12 million vials produced per annum
- 200,000 pieces of quality glassware
- Selected to travel overseas to provide technical and practical advice to manufacturing plants in South East Asia
- Carried out purchasing evaluation of overseas equipment following inspections in Canada, Europe and USA

EMPLOYMENT RECORD

Twenty-five years' continuous employment with Pilkington Glassworks

• Production Supervisor and Warehouse Manager	1984-1990
• Production Supervisor (Consumer Finishing Operation) plus Safety Officer	1974-1984
• Leading Hand - Manufacturing	1972-1974
• Process Worker - Manufacturing	1965-1972

SPECIAL TRAINING

- Just-In-Time Training Course (in-house)
- Total Quality Training Course (in-house)
- Occupational Health and Safety (MTIA)
- Interaction Management Training (Supervision)
- Ceramic Kiln Operations

REFEREES

Mr H Winterton
Divisional Manager
Special Products Division
Pilkington Glassworks
Tel: (03) 839.1399

Mr J Fairley
Personnel Manager
Pilkington Glassworks
Tel: (03) 839.1399

RÉSUMÉ OF

VERNON BORG

41 Errington Way, Crows Nest 2065 Tel: (02) 436.3912

OBJECTIVE

To obtain a supervisory position in manufacturing with a medium-sized company. I have special expertise in packaging products, but would consider alternative production environments.

SUMMARY OF EXPERIENCE

Many years' rewarding experience in the Packaging Manufacturing industry covering Supervision, Planning, Recruiting, Technical Services, Purchasing, Estimating, Quality Control, Warehousing, Accounting and Administration.

EMPLOYMENT RECORD

PEP PACKAGING PTY LTD 1976 - 1990

Production Manager **10 years**

Reporting to the Group Manufacturing Director. Responsible for the efficient production of the Flexible Packaging Division by means of Production Planning, Maintenance Programs, Quality Control and Labour Controls. There were 90 personnel employed in this Division, consisting of skilled, semi-skilled and unskilled.

Key Achievements

- Instigated a Production Planning System to achieve a better work flow
- Increased efficiency by means of better methods and reduction of staff, together with effective Waste, Maintenance and Quality Controls
- Arranged new plant layout to achieve a better flow of work and control
- Organised staff training and safety programs
- Established a canteen and suitable amenities for the employees
- Arranged for EDP Labour and Material Controls to be instigated

Warehouse and Distribution Manager **2 years**

Reporting to the Managing Director. Responsible for the efficient receiving, storage and distribution of manufactured and merchandise products.

Key Achievements

- Reorganisation and layout of warehouse to achieve extra storage area and a better flow of work
- Installation of Stock Control, which in turn enabled a reduction in stock holdings

Costing Officer **2 years**

Reporting to the Group Manufacturing Accountant. Responsible for the estimating of all company products and the setting of suggested selling prices. Also assisted in the installation of the Direct Costing System onto computer.

EMPLOYMENT RECORD continued

J EDWARDS PTY LTD **14 years**

Factory Superintendent **4 years**
Reporting to the General Manager. Responsible for the efficient running of Production, Storage and Warehousing. Factory personnel employed - 80

Key Achievements
- Cost reductions by improved methods
- Relocation of plant and equipment to obtain efficiency by means of better work flow

Production Supervisor **6 years**
Reporting to the Factory Superintendent. Responsible for the efficient production of the Hessian and Multiwall Division. Factory personnel employed - 50

Key Achievement
- Installation and proving of the Multiwall plant

Branch Accountant **4 years**
Reporting to the General Manager. Responsible for the Office Management, Estimating and Accounting up to trial balance stage

Key Achievement
- Installation of Costing System

SUMMARY OF TRAINING

- Productivity Course - Adelaide 1981
- In-house training in Safety, Employee and Industrial Relations
- Accountancy Certificate - North Sydney College of TAFE - part-time

COMMUNITY ACTIVITIES

- Past President of South Beach Life Saving Club
- Past Treasurer and Property Manager, South Torrens Junior Football Club
- Have served on several sporting club committees

REFERENCES AVAILABLE ON REQUEST

LAWRENCE MAJID

43 Swift Street
Jolimont 6014

Tel: (W) 283.1933
(H) 328.1394

EMPLOYMENT OBJECTIVE

To be employed in problem-solving tasks associated with **Marketing Services**, **Inventory Management**, **Purchasing** or **Distribution**

EXAMPLES OF SKILLS

- STOCK CONTROL AND INVENTORY MANAGEMENT
- SYSTEMS DESIGN AND REFORM
- DISTRIBUTION MANAGEMENT
- MATERIALS HANDLING
- MANUAL OR EDP-AIDED INVENTORIES (DESIGN AND/OR MANAGEMENT)
- PURCHASING PROCEDURES
- PRODUCT PROMOTIONAL PLANNING

- VALUABLE experience in distribution and supply problem-solving, particularly in scheduling tasks for the best results.

- REFORMED a very inadequate replacement parts shortfall system by a comprehensive program converting most of the manual systems to a BURROUGHS computer-based system.

- ASSOCIATED with EDP-oriented data systems over the past 15 years and know the value of efficient outputs to stock control and problem identification.

RECORD OF EMPLOYMENT

VALIANT OFFICE GROUP LTD February 1983 to December 1990
(Office Furniture Specialists)

Appointed **Product Manager** and later **Product Planning Manager** at the time the Company acquired its own manufacturing premises. My initial task was the assembly and issue of the first ever catalogue of the full range of CASA products. Have also functioned as purchasing, costing, delivery coordination officer, dealt with Customs, devised EDP codes and maintained a computer-based inventory system.

My reporting relationship was to the General Manager, but for financial information accountabilities to the Group Accountant.

LAWRENCE MAJID **Page 2**

RECORD OF EMPLOYMENT continued

CONCORD MITSUBISHI 1982 to 1983
(Car Dealership)

Spare Parts Manager. Planned, designed and implemented total system for stock storage and retrieval, and built computer-aided (MITSUI 64K) control procedures. This responsibility covered many varied and complex tasks in the process of fitting-out, furnishings, design and purchase, recruiting and training staff, forms design, briefing of and liaison with computer consultants, managing data input to new EDP system to accommodate an inventory of 2,500 line items.

KING MOTORS LTD 1974 to 1982
(Car, Truck & Tractor Manufacture and Assembly)

Initially appointed **Dealer Credit Controller**, subsequently promoted to **Assistant to Market Research Manager** and later to **Pre-Production Stock Controller and Replacement Parts Computer Programs Coordinator**.

HMV (ENGLAND) LTD. October 1970 to September 1973
(Record Manufacture, Marketing & Promotion)

From early responsibilities in despatch and warehousing later assumed accountabilities for **Distribution Management**, **Total Inventory Management** and contributed to **Marketing** and **A and R Management**. Copyright research and liaison featured during this period, as well as the development of relations with publishers, distributors and the media.

REFERENCES AVAILABLE ON REQUEST

RÉSUMÉ OF

GRANT PRATT

49 Fairweather Drive
Seven Hills 2147

Telephone: (H) 729.3917

CREDENTIALS DEVELOPED DURING THOROUGH TRAINING AND PRACTICAL EXPERIENCE FOR EMPLOYMENT IN DESIGN, DETAIL AND/OR DRAFTING IN MECHANICAL OR ELECTRICAL FIELDS

OBJECTIVE

To undertake job tasks and assignments for an employer where thoroughness and hard work would be appreciated and appropriately rewarded. To increase my knowledge in mechanical engineering, design and development of new products and build on my recent training in CAD.

CAPABILITY SUMMARY

- MECHANICAL DESIGN & DRAFTING
- MACHINE DRAFTING & DETAILING
- ELECTRICAL DESIGN DRAFTING
- HYDRAULICS & PNEUMATICS SYSTEMS
- ELECTRO-MECHANICAL ENGINEERING
- PRESSURE VESSELS (DESIGN & DETAIL) - WATER CHILLERS
- SHEET METAL DRAFTING
- PRODUCTION LAYOUTS
- ENGINEERING DRAFTING & DETAILING
- PROGRAMMING PLC
- DESIGN OF PLASTIC & ALUMINIUM PACKAGING

EDUCATION ACHIEVEMENTS

- Completed **CAD Drafting** course at Parramatta Technical College, 1990
- **Industrial Fluid Power, Controls and Hydraulics**, plus **Refrigeration** and **Air Conditioning**. Additional part-time studies at Technical Colleges, 1986-87
- Mechanical Engineering Certificate (Granville Technical College) 1980. Chose electives in **Industrial Fluid Power** and **Engineering Computations (EDP/Graphics)**
- Architectural Draftsmen Certificate. Completed 3 stages successfully of 4 stage course, 1972-76
- Public Speaking (In-company Training Course), 1983

EMPLOYMENT RECORD

GEC AUTOMATION & CONTROL PTY LTD **October 1988 to July 1990**

Engaged as a contractor as an **Assistant Engineer/Design Draftsman** involved with the day to day problems of engineering the traffic control lanterns. Design modifications to existing products, plus development of prototypes.

CABLEMAKERS AUSTRALIA **February 1987 to September 1988**

(Electronic and Communication Equipment)

Employed as a **Design Draftsman**, I was involved in the drawing and creation of a plastic box to hold electronic components and meter for measuring electricity usage.

STC AUSTRALIA **1984 to 1987**

(Electrical and Gas Controls, LPG Equipment)

Commenced as **Tracer**, then progressed quickly to **Engineer** where I have been primarily involved in design, construction and commissioning of pneumatic and electronic equipment. Other projects have involved thermostats on hot water systems.

BORG-WARNER **1980 to 1984**

(Air Conditioning/Water Chiller Production)

As **Detail Draftsman** in the Drawing Office was assigned to new product development (turbo packs), electrical control panels and air-cooled condensers (sheet metal work). Liaison with production.

UNICORN GROUP (AUSTRALIA) PTY LTD **1976 to 1980**

(Hardware Manufacturers)

Earned promotion quickly from **Process Worker** to **Tool Setter** to **Supervision**. Operated and repaired many types of machines (e.g. drilling, auto-sawing, riveting, thermo-plastic and specialised sharpening). Contributed to many improvements through time and motion analyses, production quality and significant reduction in reject rates.

TONY ARCHER & HENRY COLE **1972 to 1975**

(Architects)

Drawing Office. Started out as print boy and office boy. Later promoted to **Draftsman** assigned to alterations of plans for office buildings and Department of Education Schools.

PEOPLE WHO KNOW ME WELL

Mr P Nicholls
Senior Design Engineer
Cablemakers Australia
Tel: (B) 690.3188

Mr T Howard
Chief Engineer
(Former Manager)
STC Australia
Tel: (B) 606.3111

COMPREHENSIVE WRITTEN REFERENCES AVAILABLE ON REQUEST

Capability Statement

TIMOTHY O'SULLIVAN BEng (Mech)

PERSONAL

Nationality:	Australian	Address:	Kenworth Associates
Education:	BEng (Mech), Sydney		20/148 Manly Road
Availability:	1 month domestic		North Adelaide 5006
	2 months overseas	Phone:	(08) 949.3139

SCOPE OF PROJECT / TASK EXPERIENCE

PROJECT INITIATION

Detailed planning...economics...development strategies...costing...scheduling...budgeting ..interface with authorities and clients...work studies...environmental impact statements

PROJECT MANAGEMENT

Group coordination all disciplines...site organisation...staffing...site administration and cost control...quality assurance...material procurement...configuration management... occupational health and safety...scheduling...employee relations

PROJECT COMMISSIONING

Facility commissioning schedules...plant and equipment logistic support systems ...setting to work, whole of life maintenance and spares support

PROJECT PRÉCIS

Establishment of an oil company	New Guinea
Pipeline construction and operation	South Australia/NSW
Ethanol plant development	NSW
Logistic support oil search	Australia & New Guinea
Commercial buildings, bulk storage, warehousing, material handling	Australia wide
Industrial Gas Turbine application development/scope	USA & Australia
Ships bridge simulator	RAN, Australia
Logistics support systems—new vessel construction	RAN, Australia
Revamp metal products manufacturing facilities	New Zealand
New plant and equipment—concrete, quarrying, sand extraction	Victoria

Value of projects directly managed exceeds $1.5 billion present value terms

TYPE OF INDUSTRY	POSITIONS HELD IN INDUSTRY
Manufacturing	Manager...Consultant
Service Organisations	Manager...Contract assignments
Oil and Gas	Engineer...Operations Manager...Assistant General Manager...Consultant
Dept of Defence Support Industries	Consultant...Project Manager

BRIEF OUTLINE

PETROLEUM AND NATURAL GAS EXPERIENCE

PETROLEUM

- Seaboard and inland terminal development, construction, operation
- Consolidation of inland distribution facilities
- Road and rail distribution; plant and equipment
- Environmental studies
- Employee relations, award negotiations
- Product quality control
- Aviation fuelling facilities, design, construction, operation
- Tankship agency, coastal tankship operation
- Mainframe and PC networking

Establishment of oil distribution and marketing facilities New Guinea

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NATURAL GAS TASK EXPERIENCE

Pipeline	• Route selection • Land acquisition • Design • Contract development • Construction and commissioning
Pipeline operation	• Manning • Training • Operational plant and equipment — procedures • Gas turbine compressor station development
CNG	• Facility development shore based — shipboard for a CNG fuelled vessel

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OVERSEAS ASSIGNMENTS

USA, Singapore, UK and New Guinea

Résumé of:

ED FERRIS
38 Swift Street, Albury 2640
Tel: (B) 060 27.4933 (H) 060 31.3974

OBJECTIVE

To be assigned Project Management responsibilities with a major construction company where my extensive practical experience, training and technical knowledge can be applied.

SKILLS AND EXPERIENCE SUMMARY

- Cost management up to maximum turnover of $2m per month
- Supervision of direct labour earthworks and machinery
- Control of sub-contractors
- Internal cost management—manual and computer
- Procurement and evaluation of quotations
- Contractor—client relations
- Road and pavement design
- Ordering and stock control of all materials
- Preparation, supervision and adjustment of mix designs
- Quality control of concrete batched and placed
- Control of all testing for acceptance of concrete
- Design and supervision of joint layouts
- Preparation and valuation of claims
- Fast track building construction
- Lotus spreadsheets to advanced level
- Checking formwork designs

PROFESSIONAL EMPLOYMENT RECORD

THIESS CONSTRUCTIONS **March 1987 to date**

Project Engineer **January 1990 to date**
Wodonga and Coolac Contracts — Arbitration

Provide technical assistance and advice to Barrister and Solicitors for the arbitration hearing.

Concrete Engineer **June 1989 - December 1989**
Darling Harbour Project

Programming and supervision of all concrete placement and repairs. Supervision and scheduling of reinforcing, steel placement. Checking and modifying formwork systems. Design of concrete pumplines for high level pours. Redesign and modification of reinforcement and structural steel arrangements.

Project Engineer **June 1987 - May 1989**
Hume Highway and Federal Highway - Bicentennial Road Projects

Engineer responsible for all aspects of concrete road construction. Also included was supervision, cost and monitoring of drainage works, road pavement and traffic diversion. The design and modification of all concrete mixes as required The design of 8 x 100 km/hr traffic diversions. Design of additional drainage structures and culverts.

PROFESSIONAL EMPLOYMENT RECORD continued

THIESS CONSTRUCTIONS continued

Site Engineer **July 1986 - May 1987**
Federal Highway Duplication - ACT

Supervision, programming and monitoring of earthworks, hydraulics, traffic management and road pavement construction. The design of all blasting of 60,000 cub m of rock within 50 m of houses and large reservoir. Planning and implementation of traffic management scheme, including temporary traffic lights and several traffic switches.

Plant Manager
Hamilton, Victoria

Supervision, design and quality control of concrete production from a medium-sized concrete plant.

WORKING EXPERIENCE PRIOR TO GRADUATION

- Engineering Trainee with both Department of Main Roads and Metropolitan Water, Sewerage and Drainage Board for six months. Organised men and materials for construction work (structural concrete and roads)
- Casual Bar Attendant and HSC tutor (Maths) during my four years of study
- Two years' useful clerical and administrative experience within the Water Resources Commission (1980-82)

TERTIARY EDUCATION ACHIEVEMENTS

Bachelor of Engineering : Major: Structure. University of New South Wales. Graduated 1985
Achieved 13 Credits and no subject failures
Thesis: Wind Effects on Tall Structures
Major Projects: Hydraulics and Concrete Hinges

PERSONAL

Prepared to relocate...used to travelling and site assignments throughout New South Wales...enjoy good health...recently completed speed reading training for personal development...plan part-time studies in Business Management to commence shortly...Member of the Institution of Engineers of Australia (MIE Aust).

Résumé of:

JULIA ARMSTRONG

85 Warrington Crescent, Wangara 6065
Telephone: (09) 382.9563

CREDENTIALS FOR AN APPOINTMENT WITHIN THE COMMUNITY HEALTH SERVICE PROFESSION

OBJECTIVE

I am keen to implement my long-term ambition to be engaged in the provision of community health services in a rural environment. My pursuit of relevant qualifications, research into the nature of this work, and appreciation of living in non-metropolitan areas all support this career objective.

QUALIFICATIONS

- Registered Nurse following training at Royal Perth Hospital, completed 1986
- Completed studies for FAMILY PLANNING CERTIFICATE in 1987
- Completed studies successfully for MIDWIFERY and graduated in March 1990, now a registered MIDWIFE
- HSC, International School, Perth, achieved top grade pass in BIOLOGY

SPECIAL PERSONAL DEVELOPMENT EXPERIENCES

- Completed COMMUNICATIONS and SELF-ASSERTION program conducted by Marriage and Family Guidance Council of WA. In addition, as part of staff development, I participated in a course concerning REFLECTIVE LISTENING and COUNSELLING TECHNIQUES
- Gained much from 11 months in the INTENSIVE and CORONARY CARE Unit at Royal Perth Hospital in 1987/88, including being a member of cardiac arrest team
- Completed diverse assignments in HOME CARE and RELIEF NURSING, GERIATRIC CARE for an agency over three months
- Observed procedures and administration of two BABY HEALTH CENTRES in Metropolitan Perth, plus Child Abuse Prevention program and sub-normal children school visits
- Learnt a considerable amount through assignments at Prince Henry Hospital involving treatment for gestational diabetes, hypertensive disease of pregnancy, complicated deliveries, neo-natal intensive care, and artificial insemination and IVF procedures
- A 12 month period travelling within Europe, Thailand and Africa increased my INTERPERSONAL SKILLS, appreciation of diverse cultures, and the ability to handle contingency situations
- Received an early initiation in office administration and procedures through casual employment experiences during student period as Accounts Payable Clerk, Filing Clerk and as Receptionist within commercial firms

EMPLOYMENT RECORD

PRINCE HENRY HOSPITAL (Midwifery Training)	March 1989 to March 1990
PRINCESS ALEXANDRIA HOSPITAL	October 1988 to February 1989
PERTH-WIDE NURSING AGENCY	August 1988 to October 1988
ROYAL PERTH HOSPITAL	June 1987 to May 1988 and June 1983 to June 1986

PERSONAL

I enjoy excellent health, maintain my own fitness program, and have a determination to achieve good results in human care while applying high professional standards. My interest in rural areas has developed through an association with the Margaret River Region over several years, my active involvement in bushwalking and a general appreciation of community life in non-urban environments. I am aware that I have much more to learn and plan to complete the Associate Diploma Community Health Nursing by correspondence, as well as the Mothercraft Certificate.

I am no stranger to driving in remote areas and capable of basic vehicle maintenance and emergency repairs.

REFEREES WILL BE PROVIDED ON REQUEST

Résumé of:

SALLY HUDSON

Telephone: (07) 387.3976

CREDENTIALS FOR APPOINTMENT AS LIBRARIAN
User Services Division,
James Cook University of North Queensland
Ref. No. 90/48

OBJECTIVE

To apply my reference and research skills in information systems management, knowledge of library resources, and design and management of prompt and accurate information services to the needs of the Division

CAREER SUMMARY

My career has included practical experience as a Teacher and as a Librarian in both a General Public and Tertiary Education information service environment. Extensive practical experience has been acquired in bibliography preparation, on-line database usages, educational software, resource sharing networks, liaison with staff and students, leading training programs and reader education

FORMAL STUDIES

Currently enrolled in MA (Communication and Cultural Studies), University of Queensland

Diploma of Librarianship, Queensland Institute of Technology 1979

BA, Griffith University 1977

Primary Teaching Certificate, Brisbane College of Advanced Education 1967

EMPLOYMENT RECORD

Librarian
Curriculum Resources Centre, University of Queensland — August 1987 - 1990

Teacher / Librarian
St Bernadette's Catholic College — August 1982 - September 1986

Children's Librarian—Young Adult Services
Milton Municipal Library — April 1981 - August 1982

Primary Teacher / ESL Teacher
Catholic Education Office — July 1973 - December 1974

Primary Teacher
Queensland Dept of Education — January 1968 - May 1972

PROFESSIONAL DEVELOPMENT ACTIVITIES

- Staff Development Convener at University of Queensland Library
- Training and Small Group Teaching in Psychodrama
- Awarded Research Grant for research into role of Teacher / Librarian
- ESL Training with Adult Migrant Education Service
- Participant in Active Listening and Counselling Training Courses

OTHER FACTS ABOUT ME

Part-time teacher (one evening) Publicity & Display and Children's & Youth Services, Library Technicians Course, TAFE

Extensive experience and training in teaching and small group work; storytelling; children's literature

ADDRESS

9/37 Church Street, Loganlea 4131

REFERENCES WILL BE PROVIDED ON REQUEST

Résumé of:

William REGALE
8/37 Prince Henry Street
Carlton 3053
(03) 889.3711 (W) or (03) 743.3130

CAREER OBJECTIVE

To work in a client support role where my skills in information systems, data processing and librarianship can be utilised in resolving data processing related information management problems.

SUMMARY OF SKILLS

* Computing

As manager of one of the largest Australian corporate library's computer systems for the last 6 years, I have gained experience in:

- PC systems, particularly communications and word processing packages
- the VAX VMS operating system and DCL programming
- programming in the INFO language

As part of my studies in the Graduate Diploma in Business (Data Processing) at Footscray Institute of Technology, I have gained experience in:

- programming in Cobol, Pascal and Prolog
- relational database systems
- system analysis and design
- data communications and communications networks

* Management

As manager of this corporate library with a staff of six and an annual budget of $600,000, I have gained experience in:

- budgeting and the strategic planning of resources and service needs
- management of staff including their performance appraisal and personal development
- written communications including many user manuals and guides
- marketing a service function to 35 operating units/subsidiary companies
- time management

* Experienced Librarian

As a librarian for over 14 years, in both private and public sectors, I have gained considerable experience in:

- design and management of computerised information retrieval systems including reference databases and videotex
- library management and associated systems

TERTIARY QUALIFICATIONS

* Completed to date two-thirds of Graduate Diploma in Business (Data Processing) at Footscray Institute of Technology
* Graduate Diploma in Information Services, Royal Melbourne Institute of Technology, 1976
* Bachelor of Engineering in Mining Engineering (Hons), La Trobe University, 1975

PROFESSIONAL DEVELOPMENT

* Management Development Program, In-house
* Performance Appraisal and Personal Development Review, In-house
* Interpersonal Communications Program, In-house

CAREER EXPERIENCE

* 1989 to November 1990	Manager, NAB Infoservices, Corporate HQ
* 1984 to 1988	Senior Information Officer, NAB
* 1983	Travelling Overseas
* 1978 to 1982	Senior Information Scientist, MIM
* 1977 to 1978	Librarian, State Office Block Library

PROFESSIONAL ACTIVITIES

* Member of the Library Association of Australia. Have held several executive positions in interest groups of the Association since 1981
* Member, Institute of Information Scientists (UK)

REFERENCES WILL BE PROVIDED ON REQUEST

Résumé of:

PAULA VISHINSKY

83 The Avenue, Rosewater 5013
Tel: (h) 08.654.9327 (b) 08.330.1888

CREDENTIALS FOR EMPLOYMENT TASKS INVOLVING MARKETING, MARKETING SERVICES AND PROMOTIONAL STRATEGIES

OBJECTIVE

To apply my skills and knowledge in Marketing, Sales and Administration to an employer conscious of projecting a positive image in the quest for sales growth. Consumer products sector is my primary goal with a preference for fashion products.

PRÉCIS OF CURRENT COMPETENCIES

SALES	STOCK CONTROL
DISTRIBUTION	BRAND DEVELOPMENT
SOURCING PRODUCTS	MERCHANDISE RANGING
BUYING	SUPPLIER NEGOTIATIONS

EXAMPLES OF MY PROFESSIONAL DEVELOPMENT

- As Product Manager, carried out total responsibility for image and sales of a prestige label and supervised the support roles of accounts, warehouse and administration
- Organised product catalogues including the management of photographers, graphic artists, printer
- Developed Point-Of-Sale merchandise (concepts, design, production)
- Forecasting, budget preparation and control analyses
- Setting up stock control systems for high profile watches, accessories
- Setting prices for wholesale purposes
- Organising of showrooms
- Making sales presentations
- Visits to liaise with and supervise certain operations in Hong Kong company

CAREER RECORD

W K Phillips & Co -Wholesaler/Retailer - 19 months

Harris Media - Advertising Agency - 14 months

Olivetti Aust Pty Ltd - Office Technology

Concurrent with studies was employed for several years in part-time duties mainly in the Retail Industry involving sales, merchandising and stock management of Accessories and Fashion products

SKILLS DEVELOPMENT TRAINING

Marketing Certificate - Part-time studies with two years' satisfactory progress to date at Technical College

Adelaide Business College (Word Processing, Fax, Telex, Dictation, Grooming)

HSC Matriculation, Rosewater High School

OTHERS FACTS ABOUT ME

No impediments to travel or relocation interstate or overseas subject to career opportunity ... thrive on difficult tasks and the pursuit of challenging and reasonable goals

REFEREES WILL BE PROVIDED ON REQUEST

ALISON CROMPTON

60 Wunda Street, Lilydale 3140
Tel: 368.9413 (H) or 728.9504 (leave message)

CAREER OBJECTIVE

An opportunity to work within the COMMUNICATIONS or PUBLIC RELATIONS area is my goal. I seek employment in an organisation where high personal standards, efficiency and integrity are expected and rewarded. Am prepared to work shift-work where necessary. Available for employment immediately.

KEY AREAS OF KNOWLEDGE AND SKILL

Media Relations

- Wrote, distributed and followed up media releases
- Wrote scripts for and recorded several community service announcements
- Arranged and participated in many interviews—television, radio and print
- Negotiated involvement of local media with special event being organised
- Organised for media celebrities to attend special events and participate in community service announcements
- Directed celebrities in their roles on day of special event
- Arranged and supervised photo sessions, plus distribution of photos to the media

Special Events/Organisational Skills

- Negotiated sponsorship of events with local businesses and corporations
- Initiated seven country fund-raising events including major projects in Newcastle and Wollongong
- Researched feasibility of conducting events in different areas
- Monitored progress of events through planning stages, involving liaison with police, councils, community service groups, volunteers, sponsors and media

KEY AREAS OF KNOWLEDGE AND SKILL continued

Special Events/Organisational Skills continued

- Designed artwork for leaflets, sponsor and entry forms and liaised with printer to finished art stage
- Directed entire operations on day of special event
- Responsible for financial success of programs

Public Relations

- Lectured community groups on the role of the Heart Foundation
- Represented Heart Foundation on many occasions at charity dinners, fairs and other public events
- Handled wide variety of enquiries from general public, government and other organisations

QUALIFICATIONS

Certificate of Public Relations, Sydney College of TAFE, 1988-89. Two years' part-time study. Completed subjects: PR Practice, Art Direction and Print, Business Communications (Publicity to be completed in Melbourne in 1990)

Certificate of Business Studies (Travel and Tourism), North Sydney College of TAFE, 1986-87. One year full-time, plus part-time study. 12 units completed with mostly 'A' levels

HSC Mosman High School 1984. Aggregate: 302 (English 90%)

EMPLOYMENT RECORD

Heart Foundation **Mar 1988 to Mar 1990**
Field Projects Officer

Queensland Tourism Commission **Jan 1987 to Mar 1988**
Travel Consultant

Entertainment Centre **Nov 1985 to Feb 1986**
Ticketing Outlet Supervisor

Sandhurst Town (Tourist Attraction) **Apr 1985 to Oct 1985**
Tour Guide

REFERENCES WILL BE PROVIDED AT INTERVIEW

To: **MR P KENDRICK**
General Manager, Human Resources
Urban Transit Authority

CAREER CREDENTIALS FOR APPOINTMENT AS:

MANAGER, OCCUPATIONAL HEALTH & SAFETY SECTION
POSITION NO: 902458
URBAN TRANSIT AUTHORITY

From: **MAXWELL SOUTH**
State Rail Authority
Tel: (w) (09) 283.1934 (h) (09) 808.1932
46 Bathurst Street
LEEDERVILLE WA 6007

CAREER OVERVIEW

WA STATE RAIL AUTHORITY **1969 - PRESENT**

Occupational Hygienist	(2 yrs 9 mths)
Industrial Chemist	(11 yrs 9 mths)
Cadet Chemist	(5 yrs 11 mths)

RECENT PROFESSIONAL HIGHLIGHTS

Achievements in the last $2^1/_2$ years:

- Established an Occupational Hygiene Advisory Service in WA State Rail
- Introduced and implemented a management system for control of chemicals at the workplace including Material Safety Data Systems, Inventories, Labelling and Training for employees
- Successfully provided senior management with advice and strategies for resolution of critical industrial disputes relating to Occupational Health and Safety
- Assisted in the establishment of occupational health and safety on a project management basis including preparation of budgetary proposals
- Managed the activities of external OH & S consultants on critical projects including development of codes of practice and handling synthetic mineral films and development of chemical control strategies
- Prepared and submitted successful proposals to senior management for purchase of occupational hygiene testing equipment
- Assisted in the introduction of training programs for OH & S Workplace Committees

PRÉCIS OF CREDENTIALS FOR VACANCY

Management of Staff:

- Acquired thorough knowledge of EEO Policies and Procedures at WA State Rail
- Planned, directed and controlled the OH & S and compensation activities for up to 150 subordinates

Health & Safety:

- Held organisational wide responsibility for OH & S Policy for WA State Rail over extended period
- Developed many strategies for identifying, assessing and controlling harmful toxic materials and physical agents in the workplace

PRÉCIS OF CREDENTIALS FOR VACANCY continued

Workers Compensation and Rehabilitation:

- Carried out investigation and reported to Executive Management on:
  a) Workers Compensation instances throughout the organisation
  b) implications of legislative changes

Specialist Advice to Management:

- Provided a consultancy service to line managers personally and through subordinates
- Researched, analysed data, developed recommendations and reported to Executive Management on very sensitive matters including, for example, productivity of 'selected duties' employees
- Devised many computerised methods for statistical control and early identification of OH & S problem areas requiring attention and corrective action
- Provided advice and strategies for resolution of sensitive industrial issues and disputes

RELEVANT QUALIFICATIONS & PROFESSIONAL DEVELOPMENT

Tertiary Education:

BSc (Applied Chemistry) Graduated from University of Western Australia 1974 achieving Credit or higher awards in sixteen subjects

Participated in several courses in managerial subjects, for example Job Selection, Safety Awareness for Supervisors, Occupational Health for Industry, Positive Power and Influence, EEO awareness; Five specialist courses in computing and 15 in Industrial and Scientific subject areas

PROFESSIONAL PARTICIPATION

Committee Member, Standards Association of Australia; Member, Australian Institute of Occupational Hygienists; Member, Health & Safety Panel - Australian Welding Association; Member, Australian Corrosion Association; plus credentials as authorised signatory for many categories, National Association of Testing Authorities; Chairman, Government Agencies Chemicals Management Group. Participant in Annual Conferences Australian Institute of Occupational Hygienists 1986 - 1989

REFERENCES WILL BE PROVIDED ON REQUEST

RESUME OF:

CATHY MATTHEWS

Unit 3, 86 Sutherland Road, St Albans 3021 Tel: (03) 384.9265

CAREER OBJECTIVE:	To be appointed a Flight Attendant/Cabin Crew Member with an Airline.
PERSONAL PRESENTATION:	Trained as a Fashion and Photographic Model at June Dally Watkins and subsequently pursued that career for three years in Sydney and Melbourne.
PHYSICAL FITNESS:	Am a regular tennis player and participate in Aerobic classes three times per week. Enjoy excellent health and maintain an active schedule of physical fitness, e.g. daily swimming.
ADMINISTRATIVE SKILLS:	Trained as Secretary at Metropolitan Business College for six months and subsequently have been employed in secretarial and administrative responsibilities for a total of four years.
OVERSEAS TRAVEL:	Spent 12 months resident in Israel studying Hebrew on a Kibbutz (1985-6) Have toured Hong Kong, England, Denmark, Italy, Austria, United States and South Pacific in recent years.
CUSTOMER SERVICE:	Have worked in Retail Sales within the fashion industry. Know the value of patience, cash-handling efficiency and good humour in customer relations.
MEDICAL TRAINING:	Completed successfully RED CROSS FIRST AID CERTIFICATE program (ten weeks - 1990).
FORMAL EDUCATION:	Completed Year 11 and further studies at Richmond Technical College.
PERSONAL:	Date of Birth: 3 June 1963 I maintain high standards of personal grooming and my sense of humour in tense situations. I am no stranger to hard work, long hours and enjoy meeting people.

Professional Profile of:

MIKE OVENS

57 Hindmarsh Terrace, North Adelaide (08) 23.9416

EMPLOYMENT OBJECTIVE

To obtain appointment as a senior Human Resources/Personnel professional, reporting to the General Manager, with responsibility for a broad range of personnel activities.

CAREER HIGHLIGHTS

- Appointment as Chief Manager, Personnel for Avalon Oil and Gas, prior to sale to Esso Exploration and Production Australia
- Established/managed comprehensive personnel function for Avalon O&G reporting to Managing Director
- Recruited 25 overseas oil and gas technical specialist staff for Avalon O&G
- Project Manager for retrenchment program involving over 200 people in Avalon O&G, following oil price collapse
- Established and managed personnel function for Avalon Australia Ltd, Corporate Headquarters staff
- Member of In-Company Working Party (4 people) set up to coordinate major involvement in an Inquiry by the Industries Assistance Commission (IAC)
- Secretary of several UK companies following acquisition, and involved in change of domicile of these companies from the UK to Australia

MAIN CAPABILITY AREAS

- Human Resource Management
- Recruitment of Senior Professional Staff (Overseas and Local)
- Strategic Planning/Manpower Planning
- Organisation Development
- Succession Planning/Career Review
- Remuneration Management
- Counselling
- Retrenchment/Redeployment
- Marketing of Personnel Services
- Job Measurement
- Communication
- Budgeting/Control
- Administration

PROFESSIONAL EXPERIENCE

AVALON OIL AND GAS **1987 — 1990**

Manager, Personnel and Administration

Manager of a team of nine professional staff and two support staff responsible for all facets of personnel management for approximately 500 staff, 200 contractors and 100 wages employees, including:

- remuneration and benefits
- workers compensation
- occupational health and safety
- industrial relations
- training and development

Key Achievements

- Recruited key professional staff
- Developed personnel policies and practices
- Managed personnel aspects of rapid growth in organisation (increase of 440 employees over 1986-1988)
- Developed charter, strategic plans, budget ($2.5m) for Personnel Department
- Managed personnel aspects of rapid downturn in organisation
- Developed guidelines for managers on the selection of people for retrenchment — in conjunction with Office of Commissioner for Equal Opportunity (SA)
- Management responsibility for health and safety program (described by SA Minister of Labour as 'a model for all other firms')
- Major role in setting up Queensland office and relocating 25 staff
- Role of catalyst in major organisation changes
- Introduced computerised personnel management information system (CHRIS)
- Management responsibility for comprehensive training and development program
- Developed progressive Affirmative Action plan

AVALON AUSTRALIA LIMITED

Manager Personnel, Group Personnel **1983 — 1987**

Manager of a team of seven people responsible for a broad range of personnel services for staff in Avalon Australia Headquarters (about 400 staff) including subsidiaries. Advised corporate general managers and functional managers on personnel policy and issues. Responsible for cadetship and scholarship schemes, liaison with secondary and tertiary education institutions.

Key Achievements

- Established an effective team/service, held in high repute by senior managers
- Recruitment of professional staff during a period of growth
- Company-wide 'job-posting' system introduced
- Introduction of career reviews for corporate headquarters staff
- Developed policies for and administered retrenchment scheme
- Participant in Avalon senior personnel managers' policy development meetings
- Introduced new arrangements for Avalon cadets and scholarship holders and for housing Avalon students

PROFESSIONAL EXPERIENCE continued

Senior Administration Officer,
Marketing Administration Policy **1980 — 1981**

Responsible for administrative aspects of Avalon's role as contractor and marketing agent, including preparation of papers for annual meetings with the Board.

Regular contact with Chairman and Board Members.

PROFESSIONAL EDUCATION AND DEVELOPMENT

1988 Invited participant to workshop organised by Australian Mineral Foundation in association with Australian Petroleum Exploration Association

1987 Bachelor of Legal Studies - University of New South Wales

Strategic Personnel Management - Australian Graduate School of Management

Industrial Advocacy and Negotiation - In-Company

1985 Advanced Management Program - Australian Institute of Management, Victoria

1983 Communication in Management - Mitchell College of Advanced Education (now Charles Sturt University)

1970 Bachelor of Arts - Macquarie University

PROFESSIONAL MEMBERSHIPS / ACTIVITIES

- Member, Institute of Personnel Management, Australia (MIPMA)
- Executive Member, NSW Workshop in Innovation & Entrepreneurship 1984-85
- Guest lecturer on aspects of personnel management at IPMA (SA), SA Institute of Technology (MBA students in organisational change)

JENNY DUNCAN

51 President Avenue, Curtin 2605 Tel: (06) 285.3975

CAREER OBJECTIVE

An Administration, Coordination, Budget Control, Secretarial role for a busy executive who needs skilful help or as office supervisor/manager for administrative support functions in a challenging, busy task-oriented organisation.

KEY ASSETS OF ABILITY AND EXPERIENCE

***Budgeting and Management**: With partner established new operation devoted to personal development and encouragement for each of its members. Administered complex budget totalling $185,000 over period of time. Jointly planned and achieved growth of investments and property holdings.*

***Purchasing**: Made majority of purchasing decisions to ensure maximum results from available funds. Managed continuous stock inventory, negotiated with suppliers and maintained high credit rating by prompt attention to accounts. Reviewed results with partner on a quarterly basis and decided on new acquisitions.*

***Motivation and Development of Others**: Worked hard to help group members achieve their potential. Regularly engaged in personal counselling and arranged programs to stimulate new endeavours. As new members joined, following close consultation with partner, plans were made for the development and accomplishment of group goals.*

***Travel and Transportation Management**: Decided on changing transport requirements as group size grew, assisting in evaluation and selection of new equipment, both motor transport and marine. Managed maximum utilisation of vehicles to meet often conflicting demands and changed schedules. Coordinated and supervised three relocations of group's premises and re-established facilities and local community relations.*

***Other Duties requiring Supervisory Skills**: Proposal preparation, nutrition, taxes, building and grounds maintenance, social affairs including VIP functions, catering, training and contributing to community service groups.*

SPECIFIC ACHIEVEMENTS

In partnership with my husband, this experience was gained in 21 years loyal attention to our family. Two sons at University and one teenage daughter currently studying for HSC are the favourable balance sheet results. A successful husband and a high equity in home and two investment projects are also proud results.

PERSONAL DATA

This combination of family and community service involvement has prepared me well for handling crises and organising matters. Reduced need for these skills at home encourages me to apply them in a business environment.

ROSA van RIJN

10 Firth Street
CARRS PARK 2148

Telephone: (02) 748.1392 (H)
or leave message on (02) 906.3122

OBJECTIVE

Human Resource Development

To apply my practical experience of and qualifications in training, development and recruitment to challenging opportunities in human resource development either in a Training or Recruitment role.

CAREER SUMMARY

Employment in both public and private sector working with a variety of people in a range of professional, technical and administrative jobs. Proven track record in the field of Personnel, in particular Training and Recruitment, has given me a solid base from which to work on topics ranging from Interviewing through to Induction, Problem Solving, Management Development, Management of Change, Customer Service. Organisational change challenges rather than deters me.

PROFESSIONAL DEVELOPMENT AND FORMAL TRAINING

- Completed a degree part-time and achieved Bachelor of Arts in Business Studies, 1984
- Registered as Trainer with Local Government Training Board and gained Associate member status with the Australian Institute of Training & Development, 1980
- Career Development Workshop 1989
- Communication and Negotiation 1988
- Management of Change 1987
- Counselling Skills and Career Counselling 1987
- Management Development Training 1980
- New Approaches to Identification of Training Needs 1979
- Diagnostic Skills Course 1979
- Selection Interviewing 1977

PROFESSIONAL CAREER RECORD

OCCIDENTAL LIFE **June 1989 - March 1990**
Staff Development Officer

Major Responsibilities

- Developing, organising and conducting the following training courses:
  - EEO Awareness Programme
  - Team Leader Development Programme
  - Induction
  - Interview Skills
  - Assertiveness Training
  - Developing Personal Growth Plans
- Providing consultancy and facilitation skills to teams, groups, departments in the following areas:
  - Problem Solving
  - Team Building
  - Business Planning
  - Process Observation
- Providing full range of recruitment from the drawing up of advertisements through to interviewing for staff in office services, cashiers and accounts areas
- Involved in a wide variety of personnel matters, including:
  - TTD Claims
  - Unpaid Leave
  - Rehabilitation of Staff
  - Regrading
  - Statistics

Key Achievements

- Successfully developed and ran two Interview Skills courses to enable supervisors to become fully involved in interviewing. The objective was achieved and to quote the Manager, "Their confidence and ability to conduct an interview was increased dramatically. Thank you for a 'spot on' course."
- Developed new training exercises for use in the Management Development Programme which encompassed trust building, leadership, team building, communications, providing feedback, utilising the experience and relating it to the work situation.
- Prepared a paper on ideas for marketing EEO awareness sessions to managers.

PROFESSIONAL CAREER RECORD continued

SOUTH SYDNEY CITY COUNCIL **Sept 1978 - March 1989**
Department Personnel Services

Assistant Personnel Officer (1 year)
Personnel Officer (5 years)
Senior Personnel Officer (4 years 5 months)

Major Responsibilities

As Assistant Personnel Officer involved in the recruitment and selection of junior and professional staff across an organisation of over 6,000 staff. Included drawing up advertisements, interviewing, organising selection tests, drawing up letters of appointment, putting together the internal vacancies bulletin, giving advice on recruitment matters to departments.

As Personnel Officer, assisted in the provision of training and meeting the training needs of staff across the organisation. Developed and ran a range of courses - Induction, Skills, Health and Safety, Industrial Relations. Assisted in the development and running of the Council's Clerical Trainee Scheme. Pioneered first line management training.

Following my promotion to Senior Personnel Officer, similar duties were involved with regard to skills training, a major role in the development and running of a Management Development Programme for middle and senior managers.

Key Achievements

- Developed and conducted successful Management Development Programme for 70 senior and middle managers which allowed me to develop a programme to meet individual needs
- One of a team of three trainers involved in taking a large department through a management of change operation, including a week's residential for the top 30 managers, a range of sessions to help the change process, and evaluating the whole programme one year later
- Pioneered the use of computer-based training packages in the Council. Designed training packages in the areas of Selection Interviewing and Equal Opportunities
- Jointly responsible for the success of the Council's Clerical Trainee Scheme (24 trainees) through supervision, feedback, counselling and a commitment to its success.
- Designed a package of information on careers and opportunities with the Council for career conventions, talks and seminars
- Conducted first Induction course after two days in the Training Section 'experience by being thrown in the deep end' - which turned out to be successful and well received
- Rationalised training records in the areas of supervisory management, first line management and management development programmes

BONITA ROSSI

CREDENTIALS FOR EMPLOYMENT AS OVERSEAS AREA MANAGER

AREAS OF COMPETENCY

MARKETING

- Proposal Research and Preparation
- New Business Development
- Profitability of Current Business
- Hospitality Procedures
- Maintenance of Existing Accounts
- Seminar and Trade Show Organisation and Presentation
- Convention Planning

MANAGEMENT

- Budgeting and Forecasting
- Administration of Offices
- Crisis Management
- Selection and Recruitment of Staff
- Staff Counselling and Training
- Salary Administration

SUMMARY

My travel and tourism career has spanned many target groups from the general public through to Public and Private sector business travel. My work activities over the past three years have involved, for example, negotiation with Chief Executives and Managing Directors of many large companies. I have proved myself to be a valuable employee who has been promoted on merit and worked in four different positions with the same employer. I have worked hard to develop a reputation of creating innovative systems which minimise workload and maximise efficiency levels.

EXAMPLES OF ACHIEVEMENTS

MARKETING

- Won corporate business in past two months to the value of A$1.3 million
- As an experienced marketer, realise quality and efficiency have to follow client brief
- Proven ability to increase sales and concurrently maintain service levels
- Maintain a high level of service to corporate customers with no loss of business due to lack of service or skills
- Devised new strategies for obtaining corporate business
- Promoted Jetset Tours' own wholesale products to travel agents in Vic, Qld and NSW
- Researched and analysed new business development possibilities
- Recently secured two major corporate customers
- Planning and budgeting skills during management of A$16.5 million Sales Centre in Jetset Tours' Travel Centre, based in Melbourne
- Earned personal nomination for Entrepreneur Award 1988 and my team's nomination for Winners' Award and Business Travel Award 1988

EXAMPLES OF ACHIEVEMENTS continued

OFFICE MANAGEMENT

- Have recruited and inducted over 20 staff over past two years, in consulting, accounting, financial, secretarial and reception positions
- Motivated 24 subordinate staff during my management of Jetset Tours' largest Business Travel Centre in Australia
- Evaluated staff's behaviour and work efficiency — performance appraisals
- Reduced costs in the area of time usage and effective management of resources — both human and facilities
- Trained many junior staff on-the-job, alongside some formal training provided by principals

TOURISM/INTERNATIONAL TRAVEL

- Led group tours to unusual parts of the world, e.g. China, Egypt, Jordan, Israel and USSR
- Designed new document for use by sales people in business travel for clients' use when travelling
- Able to identify priorities when handling urgent travel arrangements
- Presented new products to staff with strong emphasis on the features and benefits of selling the proposed airfare, hotel or tour
- Developed new systems for the operation of the Business Travel Centre

RECORD OF EMPLOYMENT

JETSET TOURS **Sep 1986 to present**
Sales Manager VIC for Business Travel Nov 1989 to present
Manager, Business Travel Aug 1987 to Oct 1986
Sales Executive Sep 1986 to Aug 1987

AUSTRALIAN AIRLINES **Feb 1985 to Sep 1986**
Passenger Sales Agent

JETSET TOURS **Nov 1980 to Feb 1985**
Sales Executive Sep 1983 to Feb 1985
International Travel Consultant Nov 1980 to Sep 1983

GREAT WAYS TRAVEL **Apr 1979 to Sep 1980**
(World wide travel specialists)
Travel Consultant in London, UK

PROFESSIONAL DEVELOPMENT AND TRAINING

Manager Awareness Course, TIAS, 1988
Effective Debt Collecting, Dun & Bradstreet, 1988
AFTA Fares and Ticketing II, 1982
QANTAM Course, 1981, Fares, Ticketing, etc.
The Management Workshop, 1988
TIAS Conversion Course, 1987
QANTAS Travel Agents' Course, 1981
Business College, Technical College

OTHER FACTS ABOUT ME

No personal restrictions on relocation...no attitudes which would deter me from striving to accomplish difficult tasks well...no stranger to interpersonal effectiveness with diverse ethnic groups...no restrictions on passport for overseas travel...enjoy excellent health and healthy range of leisure and education interests...experienced training in Time and Stress Management ...some knowledge of French...countries visited include:

United Kingdom	Scandinavia	Western Europe
United States	Soviet Union	East Germany
Israel	Jordan	Egypt
South America	South Africa	Kenya
Mauritius	India	Turkey
Malaysia	Singapore	Thailand
China	Tahiti	Fiji

CONTACT DATA

Address: 327 Cheltenham Road, Cheltenham 3192
Telephone: (03) 501.3795 (H)

Professional Profile of:

PAT JACKSON

3/193 Toorak Road, Toorak 3142
Telephone: (03) 832.7317

OBJECTIVE

To apply eighteen years' experience in development, construction and project management as a senior member of a management team in full-time employment. I am no stranger to managing many projects simultaneously, tight schedules, high-level negotiations, solving complex problems and appraising both new project feasibility and design.

MAIN CAPABILITIES

- Development Project Management
- Contract Negotiation & Administration
- Sub-Contractor Management
- Property Acquisition/Sales
- Relationships with Government/ Local Council Authorities
- Site Inspections
- Property Management
- Financial Analysis
- Tender Specifications
- Design Aptitude
- New Buildings & Renovations - Domestic, Commercial & Industrial
- Consultant Appointment/Liaison

PROFESSIONAL EMPLOYMENT

Structural Ways Pty Ltd **February 1980 to current**

A partnership wherein I have been engaged in a wide variety of construction projects including, for example, quality new houses, residential developments, renovations and commercial buildings in the Melbourne Metropolitan area.

Activities carried out:

* Property acquisition and/or sales
* Negotiation of contracts
* Legal contracts
* Marketing self and product
* Costs recording
* Feasibility studies
* Bank negotiation
* Estimating
* Budgeting cash flow
* Virtually all manual and trade activities associated with building
* Professional and client negotiations and contracts
* Architectural and Local Authority negotiations, re: design elements
* Hire and supervision of labour and sub-contractors
* Establishing and maintaining accounting procedures, debt collection

Mainstream Investments **November 1976 to January 1980**
Development Manager

Responsible for several major projects concurrently at various stages of development with cost/profit centre accountability. Also, joint venture relationships and thorough reporting systems were elements of assigned duties, as well as feasibility studies, Board-level representations, selection of architects, finance sourcing, and legal/contractual relationships. Sub-contractor evaluation and selection featured across all trades and services and liaison with relevant authorities was a key requirement. Reorganising and financing sales or lease back arrangements whether with partners or purchasers were further responsibilities.

Previous Employment

Prior employment included tasks associated with accounting and finance, production operations, O & M, marketing, organisation development and systems design with a number of major public companies.

FORMAL QUALIFICATIONS

- Bachelor of Commerce, Melbourne University

PERSONAL DATA

My preference is for a Melbourne-based position, though I am willing to travel extensively subject to nature of career opportunity.

Able to commence appropriate employment within three weeks of acceptance.

REFEREES WILL BE PROVIDED AT INTERVIEW

DENNIS POLLA

34 Rawson Parade, Scarborough 4020
Tel: (07) 523.8117 (H)

CREDENTIALS FOR A POSITION WITHIN THE RETAIL INDUSTRY

CAREER OBJECTIVE

Group Management and/or Merchandise Buying responsibilities within the Head Office of a Retail Organisation

CAREER SUMMARY

My sales, buying and management career has spanned over 13 years in specialist retail sales operations and front-line customer service. I have the motivation, drive and determination to achieve results and a genuine commitment to customer satisfaction - generating significant levels of profit for my employer.

AREAS OF COMPETENCE

- MERCHANDISE BUYING AND PRODUCT RANGING
- WHOLESALE AND MANUFACTURER NEGOTIATIONS
- ADVERTISING AND SALES PROMOTION
- SALES NEGOTIATION AND PUBLIC RELATIONS
- SALES BUDGETING, REPORTING AND ANALYSIS
- PRODUCT AND MARKET PLACE ANALYSIS
- STORE PLANNING AND LAYOUTS
- NEW STORE OPENINGS
- INVENTORY CONTROL
- FRANCHISE MANAGEMENT
- WAREHOUSING - RECEIVING AND DISPATCH
- STAFF MOTIVATION, SUPERVISION, TRAINING AND DEVELOPMENT
- OPERATIONS AND ADMINISTRATION

MEMBERSHIP

Member - Retail Management Institute of Australia

PROFESSIONAL BACKGROUND

1) ORGANISED special and volume buys - captured and advanced market share
2) LIAISED with manufacturers and suppliers to ensure competitiveness in the marketplace, and prompt delivery and service schedules
3) ESTABLISHED realistic levels of stock holding - attained desired stock turnover in line with set budgets
4) ACHIEVED and EXCEEDED sales, gross and net profits of the areas under my control
5) SUCCESSFULLY MAINTAINED key accounts - investigated and generated new business
6) DIRECTED high standards of after-sales service, complaint handling and problem solving - received numerous customer testimonials
7) CONCEPTUALISED and ORGANISED advertising and sales promotions - stock support, display and point of sale material
8) RENDERED feedback on market trends, requirements and ideas for new product development to manufacturers
9) SOUND knowledge of franchise store operations
10) OPENED new stores and DESIGNED innovative store and department layouts
11) ENSURED high standards of merchandise presentation, continually aiming to improve the sales per sq m of the departments
12) TRAINED, SUPERVISED and MOTIVATED staff in policy procedures, selling and work practice skills

RECORD OF RESPECTED EMPLOYERS

K-Mart Home Improvements **1986 - Present**
Sales Management

Mad Barrys Home Improvements **1981 - 1985**
Department Sales Manager

Norman Ross Stores Limited **1975 - 1979**
Sales Consultant - Then promoted to Assistant Store Manager and finally to Store Manager/Group Relieving Manager

OTHER FACTS

I am capable of representing my company in all situations, and am able to work independently or as part of a team. I enjoy new and challenging opportunities, am success oriented and continually aim to meet high standards of time management, priorities and interpersonal skills.

Professional Profile of:

SAM WHEAT

PO Box 381
Thornlie 6108 Telephone: (09) 212.4381 (H)

CREDENTIALS FOR A RESPONSIBLE POSITION IN THE TOURISM / TRAVEL INDUSTRIES

OBJECTIVE

Am keen to further my career interest in tasks related to travel and tourism. Past experiences in the hospitality and aviation/tourism industries have been particularly fulfilling and informative.

Self-organisation, communications, time-critical schedules and administrative procedures are aspects of worklife to which I am no stranger. My personality is soundly based on interests in assisting others. In such tasks I derive significant personal satisfaction.

AREAS OF COMPETENCY RELEVANT TO CAREER OBJECTIVE

TRAVEL MANAGEMENT

- Qantam System Manual
- Reservation Procedures (Land, Air and Sea)
- Ticketing
- Customer Service
- Agents Relationships
- VDU Operating and Word Processing
- Hospitality Procedures

SUPERVISORY

- Staff Management
- Self-Organisation and Time Management
- Administration
- Cash Management
- Crisis Management
- Small Group Function Organisation
- Good Team Member

SPECIAL QUALIFICATIONS

* Ansett In-Company Programs:
  i) Advanced Passenger Contact
  ii) Ansamatic communication/reservation procedures
* Travel Agent's Course - International Training Centre
* WA Hotel, Motel Training Centre Course
* Qualified in First Aid, Red Cross (current)
* Wine and Cheese Graduate, College of TAFE
* Registered Swimming Instructor - WA Amateur Swimming Association

SOUND TERTIARY EDUCATION

- Diploma of Social Sciences, Curtin University of Technology - Majored in Communication, Psychology and Sociology
- Bachelor Degree, Majoring in Administration, part-time student in concluding year
- Primary Teacher's Certificate, South Australian Institute of Technology

EMPLOYMENT RECORD

Communication	Teacher - WA Dept of Education Teacher - SA Dept of Education	3 years 12 years
Aviation	Ansett Airlines of Australia	2 1/2 years
Hospitality	Matilda Bay Hotel, Fremantle Functions Assistant on part-time basis (Board Meetings, Dinner Parties, Weddings)	6 months
Commerce	Amway Distributor (Part-time business)	5 1/2 years

PERSONAL

Most enjoy myself when very busy, yet cope with stress well by keen interests in bushwalking, electronics, photography and swimming. Am an active member of the Australian Conservation Foundation and World Wildlife Fund (Australia). Keen user of my own Amstrad computer.

An employer who expects and rewards good results brings out my best efforts to resolve business problems and find inventive solutions.

REFEREES WILL BE PROVIDED ON REQUEST

RÉSUMÉ OF:

MARVIN LIEBMAN

3/35 Dunblane Street, Wembley 6014
Tel: 09.224.9358

CREDENTIALS FOR EMPLOYMENT WHERE THOROUGH EXPERIENCE IN TRANSPORT, OPERATIONS MANAGEMENT, MATERIALS HANDLING AND DISTRIBUTION IS REQUIRED

CAREER SUMMARY

Over nine years' employment experiences in the retail sector including increasing responsibilities in materials handling, warehousing and staff supervision. Essentially, I am practically inclined and enjoy employment tasks which demand coping with diverse problems and a busy environment. I am no stranger to directing the work of others and liaising with external sub-contractors and customers. I have succeeded well at increasing dispatch rates and reducing stock levels, containing disputes, and implementing improved work practice systems.

PRÉCIS OF SKILLS

STORAGE SYSTEMS
PURCHASING
TRANSPORTATION
INVENTORY MANAGEMENT
STAFF MANAGEMENT
HEAVY DUTY EQUIPMENT DIRECTION
WAREHOUSE ADMINISTRATION
UNION RELATIONS
MERCHANDISING
SUPPLIER NEGOTIATION
WHARF OPERATIONS

EMPLOYMENT RECORD

TENDER MEATS PTY LTD — **1986 TO OCTOBER 1990**
Wharf Superintendent - Warehouse Foreman - Warehouse and Packing Materials Foreman

CORGI FOODS — **1983 TO 1986**
General Foreman - Packaging and Raw Materials

GRACE BROTHERS — **1981 TO 1983**
Assistant Manager - Retail Store

Employment prior to 1981 included the Steelworks in Port Kembla, Public Sector and the hospitality industry in a variety of positions.

PROFESSIONAL STUDIES

Completed two years' part-time study in the Personnel Administration Certificate at Technical College, two years' full-time undergraduate studies at Curtin University and several in-company training courses such as team-building and supervisory development.

No Employer is Interested in

What You Want

Until Interest is Created in

What You Can Offer!

Remember, Your Résumé is a

60 Second Commercial

to Convince Others of Your Abilities

to Solve Their Problems

5 Your Job Application Letter

Many people have trouble with written correspondence. Consequently, the words and expressions used in commercial letters are frequently pretentious and poorly organised. The job seeker who writes clear, coherent and concise letters will have an advantage over others competing for the attention of an employer.

Preparing Your Letter

When you apply for an advertised position, you need to be aware that perhaps fifty others will be applying as well. Often the first applications to be rejected are the untidy ones. The rest are usually read through quickly, with the reader picking out those that are the most interesting. Your aim is to be among those that the employer decides to re-read with closer attention.

A short letter is more effective than a long letter, but more difficult to compose. The tone of writing and selection of words should convey enthusiasm and confidence.

By preparing your letter carefully your chances of gaining an interview are improved, even if you do not have the ideal qualifications or past employment record.

Objectives

A job application letter needs to gain the reader's attention from the beginning. It should:

- state clearly why you should be considered;
- give information to back this up;
- ask for a response.

Your résumé has been designed so that a copy of the same original can be sent with all your job application letters. However, each letter must be written specifically for each job or purpose.

It's not always easy to write to a stranger—and it's even harder when you're writing to that person in order to apply for a job. In your letter, you are trying to persuade the reader to consider you ahead of many other job seekers. Your aim is to make that person interested enough to read your letter and résumé thoroughly and convince the reader to want to contact you for an interview.

Your job application letter is a good opportunity to present yourself to a prospective employer in the way you want to be seen. It is a very different situation from when you are being interviewed—*then* you will have to answer the questions put to you by the employer. In your job application letter, you can emphasise more easily your strongest claims for consideration. So make the most of this chance to create a good first impression.

☛ Remember to highlight in your letter one key point which you feel is the best reason for you to be considered for the job

You can find clues to important points for your covering letter in most job advertisements. Don't be put off if you think you cannot meet all the requirements in the advertisement. If you write a good résumé and job application letter, you may still win an interview. Instead of apologising for the qualities or qualifications you don't have, emphasise those you do.

Information Employers Like to Receive

The key to obtaining job interviews is to write only about things that are likely to interest the employer. Employers receive many job application letters that are like life stories—full of too much unnecessary information.

Before you draft your letter, read what employers would like to be told in job application letters, but rarely are:

- Why you decided to write to them.
- Your knowledge of any of the organisation's products, services and/or customers or clients.
- A clear statement of the type of work you want, e.g. casual, part-time, temporary, work experience, sub-contract, job-sharing arrangement, vacation or permanent full-time employment.
- Time and dates you are available for an interview.
- How they can contact you quickly by either telephone or fax.
- The address to which a written reply should be sent.
- How to spell your name. Your signature does not always make this clear, so don't rely on it alone.

Guidelines for Your Job Application Letters

- Be specific about why you are corresponding
- Address someone in authority
- Demonstrate that you have done some research
- Convey enthusiasm and commitment
- Balance a business-like impression with your personal style
- Be appropriate with choice of words, but seek also to be different
- Be brief and focus on the aim of the letter

Addressing the Letter
Address your letter to the person who usually receives job applications in the organisation to which you are applying. This is easy if a name has been given in the advertisement or a careers' directory. If not, make a telephone call to the receptionist or switchboard operator of the organisation, state that you are a job applicant and find out the relevant name and job title. Make sure you obtain the correct spelling of the person's name.

People in the working world are usually conscious of their titles and take more notice of correspondence that is addressed to them personally. You may have noticed this with the mail you receive at home: letters addressed to 'The Occupant' or 'The Householder' are likely to be thrown away unopened; whereas that rarely happens with those that are personally addressed.

The First Section
The first sentence of your letter is the most important. Spend some time working out what you want to say and how best to say it. You can begin the letter in a number of different ways. Most people seem to mention how they found out about the job. You could be different here.

A good way to gain the reader's attention is to start with a positive statement mentioning the qualities you have that show you are suited to the job. Some different approaches are listed below. Choose one and amend it to suit the job for which you are applying:

- A position in your firm is my goal. My enclosed résumé shows my preparation for achieving it.
- I have read in the newspapers this week about your activities. Your firm interests me as one in which hard work will be rewarded.
- I would like to be considered as an applicant for a full-time, permanent position with your organisation.

In this first section be sure to state the type of job you are seeking.

The Middle Section
In the middle section, provide information about yourself to show why you should be considered. Not many readers will believe you are right for the job just because you say you have the necessary qualifications. The best way to interest the employer in you is to mention the skills you feel you can contribute.

Choose one or two important points from your background and give enough details about them to convince the reader that you are an applicant who should be looked at more closely. Also, state that you have enclosed your résumé.

The Final Section
At the end of your letter, state what you would like the recipient to do. Is it to invite you for an interview? Do you want to know if the organisation is interested in you? Would you like your letter to be filed in case a job comes up in the future?

The last section is the right place to ask for the action you want. You may tell the reader that you will telephone at a certain time on a given date. Dates and times when you would be able to attend an interview can be included here.

As most employers are very busy, they will appreciate being able to contact you easily. They may prefer to telephone or fax you, rather than prepare and post a typed reply. Also, if a vacancy has to be filled quickly, it is often those applicants who are easy to contact who are invited for an interview. So include a contact number.

If you have neither telephone nor fax, ask a friend or relative whether you may use theirs and request them to take messages for you.

A Note on Length

Although an application letter has three sections, it may be typed in four, five or six paragraphs. If you exceed six paragraphs, it is likely you are saying too much and may lose the interest of the reader.

Make sure your letter is neither too long nor too short. If your letter is too long, the reader may feel irritated by details that are not related to the job. The employer will not be interested in your hobbies, or even your ambitions, if they have nothing to do with the job for which you are applying. The letter is about you—but only those qualities of yours that show your suitability for the job. If you write too much about yourself, you will sound self-centred.

On the other hand, if your letter is too short, it may seem as if you do not really care about getting the job, or about what sort of job you do get.

The covering letter is not the place to include the many questions you may have about the job and employer. It is best to leave your questions until the interview.

Pay and Employment Conditions

If you write about pay or employment benefits in your covering letter, you may be risking your chances of an interview. Also, if your letter requests too low a figure, you may start at a lower salary than you deserve. Worse, if you state too high a figure, you may be ruled out altogether. It is best not to mention how much you expect to be paid—leave it until the interview.

It can annoy employers if, in your letter, you ask for details of pay, deductions, hours of work, holidays and other leave, parking facilities or flexitime arrangements.

Your letter should be concerned with the vacancy, the prospects for a long-term career and the opportunities available for you to do what you can for the employer.

Unsolicited Application Letters

Many job vacancies are never advertised, but are filled by people who have previously written to employers or employment agencies seeking work. Advertisements cost money. For this reason, many employers and recruitment consultants keep 'applicant banks'—files of people who, on their own initiative, have applied to them. Such applications are referred to as 'unsolicited', i.e. not asked for. When an employee resigns, retires, is transferred or promoted, the employer may look through their applicant bank and contact some of the people who have written recently looking for employment.

Most employers and recruitment consultants like to receive these applications. It saves them time and advertising costs when a vacancy occurs. Sending a few unsolicited applications has two main advantages:

- It can increase the number of your employment opportunities.

- It reduces the likelihood of competing with large numbers of other applicants.

Recruitment Brochures

Many employers put out brochures that describe their organisations. Some of these are recruitment brochures designed to interest people in joining their staff. Such publications can often give you points to use in your job application letters.

Recruitment brochures often describe the type of work available, the products and services provided by the organisation, and possible career paths within the organisation. Also, they usually give some details of the experience and qualifications needed for different career paths in the organisation, and describe the training which may be provided after hiring.

A thorough reading of such brochures may help you find a way in which your past can be of use to the company. This can then be highlighted in your letter.

If a brochure is not available, you might find a clue as to what to highlight through reading the employer's recruitment advertisements.

Checklists and Advice for Your Letter

The checklists and advice on the following pages will help you construct a personal letter of the highest standard—one that will certainly increase your chances of obtaining that important interview.

Step-by-Step Approach

1. Complete Checklist 1 (below).
2. Review all the sample letters in this Guide, whatever their purpose.
3. Underline phrases which appeal to you.
4. Write first draft of your letter.
5. Take a break.
6. Complete Checklist 2 (page 146).
7. Go back to the letter and rewrite it until you are satisfied that it is the best you can do.
8. Complete Checklist 3 (page 148).
9. Complete Checklist 4 (page 149).

The sample letters from page 150 onwards will give you many ideas of what to include in your letter.

Checklist 1

	✓ Yes	No
• Have you done some research into your prospective employer?	☐	☐
• Have you completed your résumé?	☐	☐
• Have you noted how to spell the employer's name and address correctly?	☐	☐

Checklist 2 (Complete following writing of first draft)

	✓ Yes	No
• Have you included the job title of the intended recipient?	☐	☐
• Is your opening paragraph no more than five lines?	☐	☐
• Have you clearly stated the type of employment you are seeking ?	☐	☐
• Have you avoided using 'I' more than three times?	☐	☐
• Have you written anything which is incorrect?	☐	☐
• Have you avoided writing about your non-work interests, unless what you have learnt from them is relevant to the job you are seeking?	☐	☐
• Have you avoided mentioning what you expect to be paid?	☐	☐
• Have you mentioned an achievement of which you are quite proud?	☐	☐
• Have you indicated that your résumé is enclosed?	☐	☐
• Have you recorded some evidence of your research into the prospective employer?	☐	☐
• Have you avoided mentioning personal problems?	☐	☐
• Have you asked for action in the last paragraph?	☐	☐
• Have you mentioned when you are available for an interview and how you can be contacted?	☐	☐

Write another draft based on what you have learnt from completing Checklist 2. If all your answers have been 'Yes', check your expression and spelling after reading the following advice, then move on to Checklist 3.

Check Your Expression

It is an unfortunate fact that mistakes in a job application letter can stand out alarmingly, often causing the reader to ignore all the good parts.

Now that your letter is in draft form, examine carefully the words you have used. If you do not feel confident about some of your expressions, ask a teacher, lecturer or counsellor to suggest improvements.

The following list of poorly expressed phrases have been taken from actual job application letters. Unfortunately, they would have contributed to the applicants' not obtaining interviews.

"...I hope that you will act favourably on my application. I shall await your reply with eager anticipation..."

"...You would no doubt want to employ a candidate like me next year..."

"...It must be noted that I will not be available for employment for several months..."

"...I would find it a great honour to work with you..."

"...I may not have much experience, but..."

"...I have had numerous jobs..."

"...I am desirous of part-time employment..."

"...Please humbly accept my application..."

"...I trust you will avail yourself of my services and assuring you of my closest attention..."

"...I offer myself for your consideration..."

"...I will furnish more information..."

"...It has come to my attention that you are looking for candidates..."

"...Kindly accept the undersigned..."

These examples of awkward phrases do not help, but, rather, stand in the way of an employer's understanding of what you want to communicate.

Check Your Spelling

academic	enrol	profession
achievement	enrolled	pursue
ambition	excellent	pursuing
application	experience	recommended
appreciate	extracurricular	referred
assistance	interview	semester
benefited	occurred	sincerely
budgeted	opportunity	successfully
career	permanent	summarise
commitment	personnel	targeted
committed	preference	tertiary
deferred	preferred	trial
emphasis	principal (= main)	written

Keep a good dictionary, such as The Macquarie Dictionary, handy

Checklist 3

	✓ Yes	No
• Does the tone of your letter indicate self-confidence and respect without bragging or being too humble?	☐	☐
• Have you been careful to avoid stating only what *you* want?	☐	☐
• Have you avoided apologising for what you don't have?	☐	☐
• Have you avoided making any negative remarks about yourself?	☐	☐
• Does your letter sound insincere or overly flattering?	☐	☐
• Have you avoided slang terms?	☐	☐
• Have you removed any words that sound pompous or old-fashioned?	☐	☐
• Is your letter grammatically correct?	☐	☐
• Have you checked carefully for spelling errors?	☐	☐
• Have you shown your final draft to two people and sought their opinion?	☐	☐
• Have you arranged for your letter to be typed?	☐	☐

The Last Step

When you send your letter, make sure it is the original, not a photocopy. You should keep a copy in a file. (This will become part of your Job Search Record, containing letters you receive and copies of those you send.)

The appearance of your covering letter is as important as its content. You should avoid smudges or typing mistakes. If you overlook these points, you could spoil your chances of being successful, even though you have worked hard at making your job application interesting.

Your job application letter must be typed. It will be read by people who are used to reading typewritten letters and reports. You may think your handwriting is easy to read, but others may not.

A good way of producing several job application letters is to use a word processor or personal computer. You may know someone who has access to one. On such a machine it is easy and quick to produce many letters, only requiring you to make those changes necessary to suit the particular application.

Use good quality paper for your letters; it shows the reader that you take pride in what you do. Remember that when you are looking for a job, you want everything you do to make

a good impression. It is worth the time, money and energy to use good quality stationery.

Avoid folding your letter. Buy envelopes that allow your A4 pages to remain flat; and pay the (small) extra postage so that your application reaches the employer unfolded and looking as tidy as when you completed it.

Checklist 4 (Complete prior to mailing your job application)

	✓ Yes	No
• Have you signed your application letter?	☐	☐
• Is the envelope correctly addressed, with your name and address on the back?	☐	☐
• Is the envelope big enough so that you don't have to fold your letter?	☐	☐
• Have you avoided perfumed or coloured stationery?	☐	☐
• Does your letter fit on one page?	☐	☐
• Is your name printed below your signature?	☐	☐
• Have you kept a copy for your Job Search Record?	☐	☐
• Have you noted the date of mailing in your Job Search Record?	☐	☐

Your Job Search Record

Success often comes as a result of thoroughness. Job-searching requires three things: organisation, imagination and persistence. Applying each could help you reduce the time you may spend job hunting.

I have designed a book, *Your Job Search Organiser*, for this purpose. It includes space for you to enter all the information relating to each job application you send, as well as telephone numbers, interview appointments and so on.

Writing down a summary of information you receive will stop you from confusing information about one employer with another.

Keep a record of what you have done and dates when you expect action from others. Write the key points discussed at the interview and the names of people you met.

Carry a notebook with you during your job-searching activities. Record information and reminder notes to yourself about things you have committed to do.

Write up your job search record each day. With your job search record kept up-to-date, the danger of mixing up information, confusing facts about one job prospect with another or failing to follow-up on time is substantially reduced.

Suggested Layout for Your Letters

Home Address
Street
Suburb or Town and Postcode

Tel: (Home and Work)

Date

Name
Job Title
Company Name
Postal Address, including
Suburb or Town and Postcode

Dear

Body of Letter

In the samples which follow, only the body of the letter appears. Please refer to this suggested layout to ensure that all the relevant contact information is included.

Yours sincerely

Your Signature

Your Name

6 Sample Letters

Easy-to-Find Indexes

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Pre-Application Research

Request for Research Interview

A few moments with you would benefit me immensely. Your industry appears to be the one most likely to make the best use of my skills. An appreciation of the problems which you experience would help me to validate whether this career direction is sound for me.

I've prepared well for such a discussion and won't take up more than twenty minutes of your time.

If it is convenient for you, please call me on (06) 265.3991 any day before noon.

Networking Request for Research Interview

Sylvia James suggested that I contact you about my interest in personnel management. She said that you are one of the best people to talk to concerning careers in personnel.

I am leaving my current position after seven years' experience and increasing responsibilities in personnel. I am especially interested in working with a large private firm. However, before I venture further into the job market, I want to benefit from the experience and knowledge of others in the field who can advise me on opportunities for someone with my qualifications.

Perhaps we could meet briefly some time during the next two weeks to discuss my career plans? I have several questions which I believe you could clarify. I will call your office next week to schedule a meeting time.

I look forward to discussing my plans with you.

Thankyou Following Research Interview

Your advice was most helpful in clarifying my questions on careers in advertising. I am now reworking my résumé and have included many of your thoughtful suggestions. I will send you a copy next week.

Thank you for taking time from your busy schedule to see me. I will keep in contact and follow through on your suggestion to see Ms Baker about opportunities with the XYZ Company.

Letter to Referee with Résumé

As you may be aware, I am seeking new growth opportunities in the field of Engineering and request your help as a referee.

Since I have not seen you recently, I have enclosed a résumé updating my activities. Should you hear of any opportunities, I would appreciate your letting me know.

If a job lead develops to the point of reference checking, I will fill you in on the position prior to anyone contacting you.

My sincere appreciation for your help and cooperation.

Networking Letter to Personal Contact

I'm writing for your help. Through my enclosed résumé, I am looking for a new position in sales management. As I have done in the past, I'm the person who can set new sales records in the future. This could be for a company you know. Your help in providing leads to organisations I might suit would be greatly appreciated. I will phone you in a few days.

Thank you

With best regards

PS (Add a statement of a personal nature)

(Note: This letter should be signed on a casual first-name basis)

Applications

Response to Advertisements — Private Sector Employer

Re: Your Advertisement in The Australian 8 August 1990

I have initiated and managed all your seven specified Marketing Research requirements as an operating manager and as a consultant, producing the following results:

- Turned a long-term loss into the first profit for a product line of 100 seafoods
- Established profitable market in industry for a household chemical firm
- Laid out five-year program to increase sales by $1.9 million for aluminium producer
- Programmed sales expansions from under $2 million to over $8 million, realised by two national brand manufacturers

My formal training included Marketing and Research at the Graduate School of Business, after graduating from the University of Melbourne.

I would be glad to go over the direct applications of my experience to your needs during a meeting with you.

Response to Advertisements - Recruitment Consultants

Re: 'Advertising Career Opportunity' - The West Australian, 10 May 1990

Your client requires a very competent person to act as Sales Executive.

I can offer the following attributes:

- Resourceful market strategist and tactician
- Accomplished salesperson
- Astute media researcher, analyst and planner
- Excellent communication and people management skills

My enclosed résumé provides a detailed outline of my experience and an insight into my expertise and diligence in pursuit of commercial goals.

I would like to meet you soon. Please telephone me on 406.9315 to arrange such a discussion.

Response to Advertisements — Public Sector Employer

I wish to apply for the position of Supervisor—Adult Migrant Education Service, Position No. 90/136.

If successful in my application, I would be able to apply the following transferable knowledge and skills:

- Twenty years' experience in teaching adults
- Tertiary qualifications in adult education and applied linguistics
- The management, needs assessment and coordination of the work of others in education settings
- A record of developmental initiatives in new learning methods
- The design, planning, coordination and evaluation of English language programs
- Both extensive practical experience personally and through the supervision of student teachers in TESOL
- Familiarity in the workplace of the need for, the difficulties and awareness of, Equal Employment Opportunity facilities

My detailed credentials supporting this application are attached.

Unsolicited Application to Employers

As I think you would appreciate, success in achieving a career objective takes more than having the relevant qualifications, experience and a good past performance record. A flexible attitude and adaptability with regard to type of work, position level and location are very important. A conscientious and determined approach to carrying out assignments is also helpful. These are the qualities I want to emphasise in my approach to gaining employment with your organisation.

My primary interest is to be employed within the Financial Services industry. The enclosed résumé shows the energy I have applied to obtaining qualifications and developing readily transferable skills.

I would like to meet you, or your nominated staff member, to discuss this further.

Unsolicited Application to Employers

My research indicates that your company is likely to be interested in employing a person with a fundamentally practical approach to computer operations, systems development and client service.

Waiting for the 'right' recruitment advertisement to appear doesn't suit my nature and eagerness to progress my career. So, I am approaching you with the conviction I can offer the following:

- Broad practical experience in an in-house installation and a vigorous customer-service bureau
- Thorough training in EDP basics
- Ability to work efficiently and effectively with others
- An enthusiasm for maintaining control over a number of tasks at once
- An awareness that I have much to learn, in addition to my very useful experience and training

My enclosed résumé briefly outlines the activities from which I have learned the meaning of hard work and developed my attitude towards working conscientiously for my employer.

I would like to meet you to explore your needs in greater detail and where I may be of assistance.

Unsolicited Application to Recruitment Consultants

In the course of your search activities you may have a requirement for a person accomplished in marketing in the financial services sector.

My career has covered responsible positions with several companies, including four years with my current employer. A review of my enclosed résumé will demonstrate to you a record of increasing responsibility and a sample of my commercial achievements.

If it appears that my qualifications meet a client company's current needs, I would be happy to discuss my background with you in greater depth.

Search for Temporary or Freelance Work

I am seeking a position as a Credit Officer, Part-Time, within an Accounts Department. My enclosed résumé provides you with many details of my background, skills and training experiences.

If any of your clients has a vacancy in this field, I would be keen to discuss their career opportunities with you.

Please contact me on (03) 384.1947 to arrange a time to meet.

Unsolicited Application to Recruitment Consultants

I am confidentially exploring new employment opportunities in the field of accounting and believe you might be interested in assisting me.

I am hoping that you will be in contact with employers to whom my particular skills and capabilities will appeal.

Please call me on (03) 559.3481 to answer any questions you may have or to arrange a meeting to discuss career possibilities.

To Prospective Employer Following Network Referral

David White has suggested that I write to you about seeking an entry-level management position in the field of marketing. For the past two years I have been in management training with the State Bank.

During that period my training has been very extensive in both operations and consumer loans. In addition, I have been involved with special assignments, such as:

- Account Profitability Analysis
- New Accounts Set Up/Introduction
- Customer Information File

I also believe that my Degree in Business Administration with emphasis on marketing can be utilised effectively by your organisation.

I would appreciate the opportunity of a personal interview with you. I will call you within the next ten days to set up an interview date.

To Prospective Employer Following Article in Magazine or Newspaper

In a recent edition of Construction News, your firm was featured as an innovative designer of shopping centres. Since my philosophies in exterior design seem very compatible with yours, you could be interested in my qualifications and experience as an employee.

Shopping centres have significant appeal to women, so, as a young woman, I feel that I can provide a variety of profitable creative ideas for your organisation.

Some of my accomplishments are:

- Recently completed the design concept for a $8 million shopping complex designed for high quality specialty shops
- Received the Max Reid Award for Design Excellence for the innovative design of an indoor recreational complex

Your organisation could provide the challenge and creative stimulation I am seeking.

Application Following Retrenchment

You may have a need for a person capable of acting efficiently without the need for close supervision, who has a thorough understanding of training methods and employee development activities.

As you may be aware, my current employer is retrenching and my position will be terminated at the end of this month. After you have assessed my credentials outlined in the enclosed résumé, please contact me to arrange a time to meet. I am able to meet during or outside business hours.

7 Follow-Up Letters

Importance of Follow-Up Letters
After a job interview, most applicants have to wait for the good or bad news. It is no fun sitting by the telephone or marking time, anxious for each mail delivery. A follow-up letter, expressing your appreciation for the opportunity of an interview, can achieve the following things for you:

- It re-expresses your interest in the job and gives you an edge over other applicants.
- It gives you a second chance to communicate your best feature that is relevant to the job.
- It shows that you are still confident about handling the job.
- It keeps your name prominent in the recipient's mind.
- It can help to speed up action on the part of the recipient.

Most applicants neglect this opportunity. A polite expression of gratitude could decide the case in your favour, particularly if you show that you remember a significant fact from the interview. Chances are you will be one of the very few who were interviewed who are thoughtful enough to send a follow-up letter.

If, as sometimes happens, the interviewer is left with only vague impressions of dozens of applicants, the person may remember you better through this action.

Tone
Be conscious of the tone you use in your letter. Every time we speak or write, we are dealing with 'tone of voice', as well as meaning—and quite often our tone has the greater effect.

The first thing to do before you write this letter is to think about who the likely receiver is and about his or her outlook. The next step is to be quite clear about why you are writing. When you have your objective clear, a better letter will result.

Follow-up letters are often very difficult to phrase. However, you are no longer writing to a stranger. An exception to this is a follow-up letter in the case of receiving no response to your job application.

Purpose of Follow-Up Letters
The sample letters which follow will help you to write letters for a number of purposes:

1. To encourage action when you have received no reply to your job application;
2. To thank an employer after an interview;
3. To accept an employment offer;
4. To delay acceptance of an employment offer;
5. To decline an employment offer;
6. To thank those who have helped you in your job search.

Checklist (Complete when you have drafted your follow-up letters)

	✓ Yes	No
• Have you thanked the interviewer for an interesting and informative interview?	☐	☐
• Does your letter indicate that you have remembered an important fact learnt at the interview about your prospective employer?	☐	☐
• Have you been able to remind the interviewer of something the person liked about your application?	☐	☐
• Have you included any important points about yourself that you neglected to mention at the interview? (Ideally, you *did* raise all the important points during your meeting.)	☐	☐
• Have you referred to *their needs* rather than yours?	☐	☐
• Have you shown enthusiasm for the job in your letter?	☐	☐
• Have you clearly expressed your interest in working for this employer?	☐	☐
• Have you avoided asking for an answer to your job application by a certain date?	☐	☐
• Have you avoided sounding annoyed at not learning the result of the interview?	☐	☐
• Is your letter brief and does it fit onto one page?	☐	☐
• Are the interviewer's name and job title spelt correctly?	☐	☐
• Have you included your contact information?	☐	☐
• Have you set your follow-up letter out correctly? (See page 150 for our suggested layout)	☐	☐

Application Progress Enquiry

Follow-Up When No Reply Received to Job Application

When writing for such a purpose, consider following the structure shown in the following model letter and sample.

Open politely by saying you think your original application may have been lost in the mail. Don't accuse the receiver of neglecting you through not replying. You should also avoid expressing your annoyance or indicating any desperation for a job.

State the date that the original letter and résumé were mailed. Comment that a further copy of your résumé is enclosed.

Highlight a significant claim of yours for consideration that is relevant to the specific job or industry. Mention anything new that you have learnt about the industry or this organisation.

Request an interview, giving times that are convenient for you and including your telephone number.

Follow-Up When No Reply Received to Job Application

My letter and résumé were mailed to your organisation on 9 February 1990. The enquiry concerned employment opportunities in your scientific laboratories.

Mail delays may have caused communications between us to have been lost. Just in case this has occurred, a copy of my résumé is enclosed.

Naturally, I am anxious to learn of any progress with my application. Your firm was selected as a very appealing one from those I researched when preparing for my current search for an appropriate employer.

I am available for interview any afternoon after 3.30 pm. Do let me know which day is convenient for you by telephoning 381.3920 (work) or 839.2917 (home).

Interview Follow-Up Letters

Just a brief note to thank you for the interest you have shown in my employment application and for the information provided at our discussion on Monday. Seeing Berkeley's from the inside has made the career opportunity even more attractive to me.

I have located a copy of the Government report on your industry which you mentioned. It certainly has improved my knowledge.

After our meeting I have considered carefully the energy and ability necessary for success with your company and am confident I can provide them.

Our interview on 14 July has increased my enthusiasm for joining Nationwide Industries.

The position you outlined appears to offer a real opportunity to apply my learning and to learn more. My extensive project work in statistics should help me with the problems that your Market Research Department experiences. I am delaying other job searching enquiries until I hear from you.

I also enjoyed meeting the employees in the section and discussing the tasks and problems.

Do let me know as soon as you can whether I am fortunate enough to be offered the position.

Thank you for our interview last Friday. After carefully considering your comments, I am very sure that I would like to work for Associated Planning Engineers Pty Ltd.

I also enjoyed talking with Mr Harold Jones about the tasks and problems of the drafting section. I certainly would benefit by learning from a man of his ability and experience. I did neglect to tell him that my work experience program last year involved working in the drafting section of the Department of Main Roads.

Do let me know, as soon as you are able to, whether I will be offered a position.

Job Search Conclusion

Delaying Acceptance of an Employment Offer

Thank you very much for offering me the position of Sales Consultant. I am very pleased with your decision and assure you of my serious interest in your organisation.

I am scheduled to attend three more interviews before next Wednesday. So that I may make the best possible decision, I would appreciate your allowing me a brief time to fulfil these obligations and consider your offer.

I expect to give you my decision by 20 March, if this meets with your approval. If, however, you need my decision before that time, please contact me on 363.5414.

Accepting an Employment Offer

Your offer of employment has been received following our discussion. I am pleased to accept this appointment. The terms and conditions you have proposed are also acceptable to me.

I look forward to contributing to the tasks and challenges you described when I commence employment on 8 September.

Declining an Employment Offer

I am replying to the offer of employment which you have made to me on behalf of your firm. I appreciate both the offer and the time taken to introduce me to the vacancy, your procedures and the company in general.

Unfortunately, I am already committed to another employer and am unable to accept your offer.

Declining an Employment Offer

I would like to thank you for the warm reception you and your staff have shown me on the occasions when we have met recently. With this in mind, it is difficult for me to advise you that I am declining your employment offer.

Should the need arise, however, I would very much like the chance to meet with you again.

Thanking Job Search Helpers

You have been successful in your job search, but there is one more important task—that is to write a thankyou letter to those who have helped you.

Sending a thankyou letter—similar to those below—to people who have given you advice or acted as your referee is an important courtesy and will be appreciated. Also, you may be doing yourself a favour if you need their help again later on. Not every job works out to the satisfaction of the successful applicant.

If you have been granted an interview by a prospective employer, it is especially important at this stage to send a thankyou letter advising them that you are no longer job searching.

Thankyou Letter to Referee

I am very pleased to be able to let you know that my job search has ended. My new position is Purchasing Officer for the construction company, Trihard Pty Ltd.

I have been fortunate in being able to choose from several offers. This has been due in some part to your efforts—describing to me various career alternatives and acting as my referee. I am very grateful for your advice and activities on my behalf.

Many thanks.

Thankyou Letter to Referee

My new job with Smith Bros. Pty Ltd starts next month. Your thoughtful recommendation helped me obtain this employment offer.

Many thanks for your help.

8 Student Résumé Writing

Students usually consider education their most important qualification. However, you should be careful not to imply that those results are your only qualification for employment. People who seek to employ students look beyond academic qualifications when determining the suitability of applicants.

Very few of us score excellent results in examinations. Student job seekers often make the mistake of thinking that employers are interested in hiring only those lucky few. Employers really seek a wide range of qualities, not just those measured by examinations. A student may have done well in other activities, or may have gained knowledge from many different learning experiences. The art of successful job seeking is to work out which of your activities and experiences—in and out of classes and lectures—have given you qualities that are valuable to employers.

All students have something of value to offer employers. Some have the ability to analyse problems, to look at issues fairly and thoughtfully; others can see another's point of view, or are able to communicate information and ideas. All these skills are useful in the world of work.

You could be selected for an interview on the basis of :

- part-time or casual employment;
- community service and voluntary work;
- sports activities;
- hobbies;
- vocational interest or aptitude test results;
- travel experience;
- positions of responsibility held in clubs or societies;
- work experience.

In every job, whatever its name, you need to communicate with other people, act responsibly, take care in carrying out job tasks and try each day to do better than yesterday. You can show prospective employers that you have gained these qualities in ways other than exam results. It could be through involvement in sporting teams, hobbies, special projects, positions of responsibility or the careful way you have handled the money that you have earned.

Your educational record demonstrates that you are mentally alert, have the ability to apply your intelligence to solving problems, and can think logically. The transcript of your subject results, however, is just not sufficient, even if it contains consistently high grades such as credits and distinctions. To be an effective job searcher you need to design a complete résumé—one that records a lot more about you than just educational success.

A student faces the special challenge of composing and designing a job application that clearly differentiates him or her from the many other students competing for similar jobs. The sample résumés and covering letters which follow will help you with this task. Use the checklists for résumés and for application letters to prepare your drafts and final copies.

Work Experience Visits
You may have spent some time with an employer on a work experience visit arranged by your school careers adviser or during vacation from secondary or tertiary studies. Perhaps you kept a diary of what you learnt and felt about the job tasks you did or observed. Reading over your notes now could help you to find useful information to enter in your résumé. Remember, the employer is not only interested in whether or not you have had work experience, but could also be very interested in your comments on what you feel you learnt.

If you didn't keep a diary, spend time now writing down your thoughts about your work experiences. List the tasks you did while you were with the employer. Add a list of the tasks you observed other people doing. Write a sentence or two that sum up the main things you learnt. Record a particular accomplishment during this work experience of which you are quite proud. Look over your notes and select two or three points to highlight in your résumé.

Unpaid Working Experience
This often tells an employer more about your capabilities than your paid working experience. It may include work experience gained through school programs, volunteer work and community-service tasks in which you have been involved. Record the name of the organisation that you worked for and the results of your work.

Practical Work Experience
Under this heading you should include all your paid working experience in vacation, part-time and casual jobs. Do not dismiss any of it as too trivial or short-lived. Everything you have done is of value here.

You may be surprised to see how much you have gained from your work experiences. What have you learnt through jobs you have had? In every activity involving work, you have:

- gained experiences that will help you understand or quickly learn the duties of a new job;
- learnt to adapt to other people and to different tasks;
- learnt to adjust to the world of work;
- learnt to be punctual;
- learnt about working hard.

You may also have:

- handled employer's equipment with care;
- handled other people's money responsibly.

Awards and Prizes
So far you have considered your working experiences and the skills developed from them. But there's more to a person than that. Every

employer also needs to learn about your other skills and achievements.

As a result of your years at school and perhaps at a tertiary education institution, you have probably received special recognition, awards or honours. You may also have been applauded for extra-curricular (out-of-school) activities, sports, hobbies and interests. Include scholarships, certificates or medals in this section. These experiences will also have taught you a great deal.

Other Talents and Skills

This section of a résumé gives you a chance to list special talents and skills you have developed. These may be musical, athletic, mechanical or artistic. They may include skills in typing, languages, drawing, etc. As you think about your hobbies and interests, you may realise that you have gained useful skills. Often such information can show employers how your talents could be best used as their employee.

Education and Training

Record the basic facts of your educational achievements. You can arrange the information in a way that best represents how you performed in your studies. List any training programs or courses of instruction that you have taken part in. (Scouts, public speaking, etc.)

☛ Read all the following résumés carefully before drafting your own

What to Look for in the Sample Résumés

You may feel that some of the applicants have been bold or over-assertive in the samples résumés; and that you would not be prepared to use a similar style. It is important, however, to be positive, brief and confident when writing about your skills and abilities.

No résumé or letter written by another person is going to fit your needs exactly. You will, however, benefit by examining the samples phrase by phrase as you construct your own.

Use the résumés as a guide only. If you like the sound of a statement or phrase, underline or highlight it. You may wish to use it in your own résumé and change the words to suit your own situation. If you would like to use any phrases in these samples, re-word them to match your own style. In that way you will be able to ensure they match the rest of your résumé.

Remember that a well-designed résumé should emphasise your main assets and so make the best possible impression. It's a word picture of your life to date and an important key to your future. Make sure your résumé reflects everything that you have accomplished which is relevant and shows that you are likely to be able to do the job you seek.

Notice how the headings for different sections have been chosen carefully. Note also how the headings and sections have been positioned so that each one is easy to read.

9 Sample Résumés for Students

Easy-to-Find Index

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Checklists

Checklists for Your Résumé

When you have prepared the first draft of your résumé, refer to the following checklists to ensure you have put together all the information in the best possible format:

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Résumé of:

SCOTT DUNLOP

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29 Castle Crescent, Richmond 3121 Tel: (03) 491.7302

CAREER OBJECTIVE:

To achieve employment success and career progress within an accountancy practice through learning more and hard work, following a record of achievement and consistent effort at High School

ACADEMIC ACHIEVEMENTS:

NORTH RICHMOND HIGH SCHOOL 1984-1989

* Successfully completed Higher School Certificate in 1989 with a high aggregate
* Subjects included: English, Mathematics, Economics, Physics, Chemistry, Geography
* Year 10 - Topped Geography, Commerce
* Year 9 - Topped Geography, Commerce
* Year 8 - Topped Geography, History
* Year 7 - Topped English, German, History

PRACTICAL WORK EXPERIENCE:

Learned much from work experience as:

* Computer programmer trainee at Bradford Insulation for two weeks in 1988
* Computer operator at Bradford Insulation for two weeks in 1987

SPECIAL INTERESTS & ACHIEVEMENTS:

* Soccer, Cricket, Computers
* Player and Coach - Prahran Soccer Club - 1980-85
* Member, Richmond Lapidary Club
* Bushwalking - enjoy local nature areas and bush trails

PERSONAL DATA:

* Born 19 November 1971
* Enjoy excellent health and a range of interests

REFERENCES PROVIDED ON REQUEST

Résumé of:

IAN TAYLOR

Tel: (002) 39.1730
83 Murray Street, New Town 7008

CAREER OBJECTIVE

To achieve a high standard of work performance in my chosen career path within the Hospitality Industry. Through work experiences and my own research am confident that my chosen career is appropriate for me.

SUMMARY

Am available for immediate employment. Prepared for shift work rosters and maintain a versatile attitude towards nature of assigned duties. Would relocate where appropriate to further my career prospects.

SENIOR SCHOOL STUDIES

* Recently completed HSC studies at St Aloysius' College
  Favoured subjects: Maths, French, Music

USEFUL WORK EXPERIENCES

* Bell-Boy on part-time basis for twelve months (from Nov 1988)
* Customer Service at Kentucky Fried Chicken for three months part-time in 1988
* Delivery Boy for Kensington Pharmacy, Hobart

TEAMWORK EXAMPLES

Achieved appointment as Leader of an Orchestra for a wide variety of musical performances
Selected regularly for representative sport—Tennis and Rugby

OTHER USEFUL FACTS ABOUT ME

Passed successfully Keyboard Training at Commercial Studies Centre
Have travelled through Malaysia and New Zealand

PERSONAL

Born 21 June 1972 ... Australian citizen ... verified my career direction with a professional Career Counsellor December 1989 ... in my own income-generating activities have learnt much about customer service, cash handling, keyboard usage and efficiency.

Résumé of:

SIMON MITCHELL

Tel: (047) 57.3829
82 Henry Parkes Drive, Penrith 2750

CAREER OBJECTIVE

To achieve a high standard of performance in my chosen trade as an Electrician and complete my training and TAFE studies diligently.

SUMMARY

Throughout my teenage years I have sought to develop my practical skills at school, in hobbies and casual employment in electrical and electronic activities. Am confident that my chosen career is appropriate for me.

SENIOR SCHOOL STUDIES

HSC (Oct 1990) Penrith High School
2 Unit level: English, Maths, Physics, Economics, Geography; 1 Unit General Studies. Completed Computer Studies Year 11 Level

USEFUL WORK EXPERIENCES

- Assisted in the extensive rewiring and power system design within two domestic homes during 1989/90
- Initiated and carried out my own lawn mowing contracting business for twelve months' accumulative time
- Undertaken several house renovations

WORK EXPERIENCE REPORT EXTRACTS

'Simon earned an Excellent Rating in all categories while engaged in Electrical work. He has tremendous potential in the electrical trade; very advanced in technique for one so young.'
(D Woods)

'Simon was always on time, neat and tidy, with an eager interest in work. His cooperation was always given; very pleasant impression and will be an asset as an employee.'
(Video Rentals Pty Ltd, 1989)

TEAMWORK

- Representative for school in Rugby (First XV 1989), Athletics, Swimming, Relays
- Camp Leadership assignments

OTHER USEFUL FACTS ABOUT ME

- Awarded Certificate by GEC Australia Ltd for Talent
- Completed successfully Driver Awareness Course 1990

REFEREES

Derek Woods
Electrical Contractor
Tel: (047) 57.6028

Margaret Jamieson
Teacher / Student Counsellor
Penrith High School
Tel: (047) 57.3911

PERSONAL

Born 30 November 1972 ... verified my career direction choice with a professional career counsellor in April 1990 (Report available) ... in my own income-earning endeavours and assisting others in their small businesses have learnt much about customer service, cash handling, efficiency and craftmanship

Résumé of:

DANIEL CROSSING
Telephone (053) 41.2405

CAREER OBJECTIVE:

To develop a career in my chosen field where I can work to the fullest of my ability and use the skills I have acquired, such as preventative and emergency maintenance, problem solving and general fabrication work. I feel these skills, plus the ease with which I communicate with people, would help to develop my expertise even further.

FORMAL QUALIFICATIONS:

* Completed and eligible for indentures - 24 Dec 1990
* Achieved three years' Technical Education at Portland TAFE College
* Attained successful results in all three years of my Technical Education
* Awarded a Trades Certificate in Welding Trades at the completion of my Apprenticeship
* Obtained School Certificate, Portland High School, 1986

PRACTICAL EXPERIENCE:

Portland Cement Limited
Commenced employment in January 1987

* Trained and supervised in a Production Workshop
* Worked in several emergency maintenance situations
* Participated in designing and fabrication of equipment in the Works Drawing Office
* Unsupervised work and directing others played a substantial part in the last year of my Apprenticeship
* Obtained experience with a wide range of mechanical equipment, e.g. Radial Drills, Presses, Coal and Limestone Reclaimers
* Prior to Portland Cement, employed as a labourer to bricklayers and carpenters

HOBBIES AND INTERESTS:

Received membership to Portland Sports Club and was member of the Portland Football Club for several years ... Enjoy restoring old cars and learning how they work ... Planned and organised arrangements for several holidays for friends and myself

REFEREES:

* Mark Spicer
  Manager
  Portland Cement
  Tel: 41.3922
* Philip McWilliam
  Assistant Manager
  Cut-Price Supermarket
  Tel: 41.8388

PERSONAL DATA:

Address: 58 Hunter Street, Portland 3305
Prepared to relocate if necessary ... Enjoy the company of other people

Résumé of:

BRETT JAMES

Tel: (02) 389.3752
Unit 18, 682 New South Head Road, Rose Bay 2029

CAREER OBJECTIVE

To apply diligently my training in commercial practices and finance leading to a career in the Financial Services sector, such as a Merchant Banking or related environment

TERTIARY QUALIFICATIONS

Currently studying (final year) Bachelor of Business degree University of Technology, Sydney, majoring in Finance.
24 subjects completed: Corporate Finance, Advanced Corporate Finance, Accounting I, II & IV, Economy & Society I, II & III, Communications I & II, Quantitative Methods I, Advanced Quantitative Methods, etc.
Achieved 3 Distinctions, 9 Credits
Remaining subjects: Accounting V, Security Analysis & Portfolio Management, Security Market Regulation, International Finance, Modern Finance Theory, and Corporate Strategy

SENIOR SCHOOL STUDIES

HSC 1982, Waverley College
Subjects: Economics, Maths, English, Physics, Modern History, General Studies. Aggregate 321 (Top 10% in Maths and Economics)

USEFUL WORK EXPERIENCE

- Options Broker: Sydney Futures Exchange (4 months)
- Casual work experience: Australian Stock Exchange
- Clerical: District Nursing Service
- Market Research: Telephone Interviewer, Marketing Survey Centre
- Bar work: King William Hotel

OTHER USEFUL FACTS ABOUT ME

- Am 'computer literate' and used to software applications
- Found employment at the Stock and Futures Exchanges particularly informative and useful
- Member of UTS Business Society
- Member of AISEC
- Participated in Intervarsity Ski competition
- Captained a number of school Rugby Teams
- Enjoy Tennis, Squash, Golf, Reading, Music and Travel

REFEREES

Mr J E Frederickson
Chartered Accountant
Williams and Phillips
Tel: (B) 262.1988

Dr P W Marks
Professor of Medicine
St Vincent's Hospital
Tel: (B) 212.3777

PERSONAL

Born 7 April 1970 ... Single ... enjoy meeting people and working in a team environment ... excellent health ... no stranger to hard work

KATHRYN HEMPENSTALL

EMPLOYMENT OBJECTIVE

To work in the field of wildlife with special consideration for their preservation and well-being. To rehabilitate animals to their natural environment where suitable. Particularly interested in improving the relationship between people and animals.

EDUCATIONAL ACHIEVEMENTS

* Successfully completed Higher School Certificate in 1987 at Benton College with a good result in Biology
* Currently completing a Bachelor of Arts in Humanities at Griffith University
* Seeking part-time or correspondence course in Park Management

USEFUL WORKING EXPERIENCE

* Completed a work experience program in Year 10 with a veterinary surgeon, continued occasional work with a vet over the past five years
* Being involved in all aspects of animal care, handling and husbandry on the family farm has provided practical experience in dealing with animals
* Waitressing at a large functions restaurant in Brisbane has taught me responsibility and a greater awareness of dealing with people

SPECIAL LEARNING EXPERIENCES

* Living and schooling in four countries has given me flexibility to adapt to new situations and adjust easily to change

HOBBIES AND INTERESTS

* Camping and bushwalking
* Horse riding
* Photography and design
* Raising young animals
* Woodwork

PERSONAL INFORMATION

* Enjoy outdoor activities and prepared to work hard and with dedication
* Address: 'Keywood', Nora Road, Quilpie 4480
* Telephone: (073) 42.9357

Referees will be provided when requested

KAY WATKINS

87 Wunda Street, Narrabundah ACT 2604 Tel: (06) 275.0826 (Home)

CAREER OBJECTIVE:

To achieve employment success and career progress as a Corporate Lawyer.

TERTIARY EDUCATION ACHIEVEMENTS:

- GRADUATED from the Faculty of Law, Australian National University in November 1989 following four years' attendance including extended studies in Revenue Law, Industrial and Commercial Property, Conveyancing and Public International Law.
- DEVELOPED personal independence by living at Burton College during studies and actively contributing to Committee work for a variety of endeavours.

EXPERIENCES FROM WHICH I HAVE GAINED MUCH:

- Temporary employment within the Fast Food business, David Jones Department Store, Federal Electoral Office (Poll Clerk, Assistant Presiding Officer), the offices of two Barristers-at-Law and a Member of the NSW Medical Disciplinary Tribunal.
- Regular part-time employment over past five years as Receptionist / Secretary / Bookkeeper to busy Obstetrician and Gynaecologist Medical practice.
- Instructor for the Lifesaving Association of NSW; Volunteer work at the Woden Valley Hospital (Nursery Section) and for UNICEF.
- Earning the Duke of Edinburgh's Awards—Bronze and Silver and progressing to Award of Merit Level in Lifesaving.
- Secondary education was completed at SCEGGS Darlinghurst from which I gained a sound academic training, combined with successful participation in many sports, and involvement in personal development activities ranging from Debating Teams, Charities, Drama and Investment Clubs.

PEOPLE WHO KNOW ME WELL:

- Mr Gary Hurst
  Managing Director
  Telephone: (06) 273.1733
- Dr Bruce Thompson
  Medical Administrator
  Woden Valley Hospital
  Telephone: (06) 267.4911
- Mr Vic Masterton
  Former Vice-Principal
  Burton College, Australian National University
  Telephone: (06) 248.8287

PERSONAL DATA:

Date of Birth: 14 February 1968
Employment experiences have taught me much about dealing with customers and clients, carrying out tasks conscientiously and securing the cooperation of others. Further studies are planned subject to the requirements of my employer and the career path available. Believe my determination, inter-personal skills and ability to work hard will return well my employer's investment in further training.

Résumé of:

TERRY HOWARD

37 Normanton Way
HYDE PARK SA 5061
Telephone: (08) 382.7108

OBJECTIVE

To apply my university training and associated practical experience to develop my career within Civil Engineering and, in particular, my understanding of Concrete Technology

AVAILABILITY FOR EMPLOYMENT: Within two weeks of employment acceptance ... prepared to relocate subject to nature of career opportunity

TERTIARY QUALIFIED

* **Graduate** BEng (Civil) Majoring in Structures, University of Adelaide School of Civil and Mining Engineering
* **Thesis:** "Effects of fly ash on ternary systems of ordinary Portland cement, granulated blast furnace slag and fly ash"
* **Practical Training Report:** Researched, formulated and compiled at Department of Marine and Harbours 1988/89. Available for employers' review. Awarded High Distinction 89%
* **Undergraduate Record:** Credit awards in Industrial Relations, Structural Behaviour and other subjects

PERSONAL DEVELOPMENT ACTIVITIES

Organisation & Planning:
Actively involved in the development, management and activities associated with the Civil Engineering Faculty Social Club, Engineering Undergraduates Association and University Sailing Club in which I gained much from holding such offices as Secretary, President and Member of Committees

Leadership & Physical Fitness:
Corporal Australian Army Reserve (University Regiment / Construction Regiment) March 1985 to present. My continuing interest in this activity is reflected in the Officer Training I am currently undertaking.

USEFUL PRACTICAL EXPERIENCE

Engineering:
Training Program, Department of Marine and Harbours, Design, Maintenance & Inspection Branches - 3 months
Traffic Surveyor, Sinclair Knight (Consulting Engineers) - 4 months

Other:
Night Order Manager, Coles New World. Supervision of 25 staff - 4 months
Factory Hand, Cool Air Pty Ltd (Air Conditioning Components Manufacture) - 2 months
Factory Hand, Bevans Screen Printers - 2 months

OTHER FACTS

Born 21 September 1967 ... experienced in PC computer usage including design and graphics software ... secondary education completed at Adelaide Technical High School with HSC Aggregate 359 (earned Engineering Science Prize Year 12) ... selected for Opportunity School placement during Primary education

Referees will be provided on request

GEORGINA MILLS

35 Jarrah Road, Henderson 6166 Tel: 09.518.1936

CAREER OBJECTIVE:

To apply my learning and practical experiences in Information Management and Librarianship to the data management, search and retrieval activities for user needs within a commercial, industrial, legal or medical employment environment. An opportunity to utilise my training in Psychology, Data Processing and Statistics would be an additional pleasure.

TERTIARY EDUCATION ACHIEVEMENTS:

- Diploma in Information Management-Librarianship Graduating November 1990 from Curtin University of Technology
- BA Major: Psychology including Research Methods and Statistics completed at University of Western Australia 1989. Achieved Distinction and several Credits and gained much from Health and Business Management subjects

FORMAL STUDY HIGHLIGHTS:

- Achieving Distinctions and Credits in Information Management studies
- Award for Academic Excellence by Fellows of Blaxland College, University of Western Australia
- Developing personal independence by living at residential college and actively contributing to committee work for a variety of endeavours

COMPETENCIES AND CHARACTER:

Software Familiarity:		SIR	SPSSx (Stats)
		STAIRS	BASE
On-line Database Usage:		DIALOG	CLIRS
		MEDLINE	

Systems: Library Automated Processing/Cataloguing
Personal: Good team member
Clear written and oral skills
Effective planner used to providing service to public

WORK AND LEARNING EXPERIENCES:

- Retail Sales at Myers
- Circuit Board manufacture at Electronic Industries
- Office tasks within a Doctor's Practice, at Reading and Learning and the Arthritis Foundation of Australia
- Checkout Operator at Clancy's
- Tutoring in Psychology, Sociology, Biomathematics and Education

PEOPLE WHO KNOW ME WELL:

- Dr J Smithfield, College Master, University of Western Australia Tel: 09.723.2679
- Mr J W Phillips, Managing Director, Phillips Industries Tel: 09.372.1733
- Ms R Suitor, Managing Director, Suitor & Associates Tel: 09.836.2911

OTHER FACTS ABOUT ME:

Born 16 November 1968...enjoy ocean yacht sailing...travel experiences include Europe, South East Asia and South Pacific... completed secondary education at St Margaret's College with HSC ranking of Top 15% of WA...prepared to relocate subject to nature of career opportunity

KYLIE BURNS

Tel: (08) 372.1675 (Home)

CAREER OBJECTIVE

To be successful in the human care field, that is, to become aware of other people's needs and helping to provide them.

EDUCATIONAL ACHIEVEMENTS

- Have completed and passed a six week Dining Room Service course at School of Hospitality and Tourism, Adelaide College of TAFE
- Obtained the Higher School Certificate at Brighton High School in 1989

USEFUL WORKING EXPERIENCES

- Dealing with the general public features in my current part-time employment at Adelaide Arts Centre
- Completed a five-day work experience program in the Social Work Department at the Royal Adelaide Hospital (June 1987)
- Voluntary school canteen assistant, 1988-89
- Worked as a full-time Dental Assistant (2 months, Jan-Mar 1990) where I learned about general accountancy, cleanliness and loyalty
- Baby-sitting on a regular basis. This developed my awareness of responsibility, thus maturity

PERSONAL DEVELOPMENT ACTIVITIES

- Have been actively involved in the 48 HOUR FAMINE and the M.S. READ-A-THON over a period of two years. Also collected donations for the Red Cross
- Bronze Star (Life Saving), 1985
- School Choir, 1985
- Helped organise and then participated in two fashion parades held for the general public (1986-87)
- Represented the school at grade level in basketball (1985-86) and volleyball (1988)
- Been active in Brownies and Guides (1980-86); learnt many different practical skills through camping, working at interest badges and weekly meetings

PERSONAL INFORMATION

- Date of Birth: 14 January 1972
- Address: 31 Prince Albert Street, Brighton, 5048
- Enjoy the outdoors and am currently pursuing my interest in the Japanese language; enjoy challenges and believe I am a fast learner

REFERENCES WILL BE PROVIDED ON REQUEST

Résumé of:

COLIN SCHELL

82 Liverpool Street, Kenwick 6107
Tel: (H) 09.283.7298

OBJECTIVE

To apply my technical knowledge diligently acquired through formal studies and enthusiasm for my career path choice to employment tasks associated with film production with a particular preference for involvement in Video making.

FORMAL TRAINING ACHIEVEMENTS

- Visual Concepts College (VCC). Graduated in July 1990 following twelve months intensive formal training.
  Syllabi of studies completed attached as a photocopy

- Murdoch University. Completed several subjects successfully including Computing, Mathematics and Statistics within the Bachelor of Arts program before electing to change direction of studies

SIGNIFICANT PERSONAL ACHIEVEMENTS

- Achieved 89% results in examinations at VCC and Excellent gradings over two semesters
- Special Award for Attendance and Conscientiousness (VCC)
- Nominated as Best Camera Operator and for Best All-round student

EQUIPMENT FAMILIARITY

Video Editing (U-Matic Off-line)
Lighting (Blondies, Redheads, Arrie Lights)
Video Cameras (Sony M3, Sony Trinicon)
Video Production Logistics and Equipment for Studio and Location filming (Interiors and Outdoors)

USEFUL EMPLOYMENT LEARNING EXPERIENCES

- Security responsibilities for Student Union, Murdoch University
- Earned Licence and subsequent employed as Taxi Driver
- Miscellaneous learning situations while studying also include baby-sitting, boat cleaning and corporate video making

PEOPLE WHO KNOW ME WELL

"Colin has shown a marked ability in most subjects in the Film and Television course and particularly in practical aspects such as camera work, lighting, editing and technical operations..."

Extract from letter available for perusal from
Jonathon Mackay, Coordinator,
Visual Concepts College

PERSONAL

Born 15 July 1970...have a versatile attitude to initial employment tasks...main quest is employment within my chosen career and industry...prepared to continue formal studies subject to discussions with my employer...prepared to relocate ...not adverse to travel or shift work or assignment to remote locations...enjoy a range of athletic pursuits...handle tense situations well.

10 Sample Letters for Students

In your job application letter, your aim is to make the employer want to meet you. For this to happen, your letter has to be better than those of most of the other applicants.

The following sample letters will help you write a good job application letter of your own. Read all of them carefully. Again, as with the sample résumés, the aims of the people writing these letters will differ from your own, and they may well mention things you have not done. These letters will, nonetheless, be able to give you a good, general idea. Underline or highlight sentences that you might be able to use or change to suit your situation. You should obtain good results by constructing your letters in similar ways to the samples.

Easy-to-Find Index

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Checklists and Other Help for Your Letters

When you have prepared the first draft of your letter, refer to the following checklists to ensure you have put together all the information in the best possible format:

Checklists 1-4	145-149
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Useful hints may also be found in chapters 6 and 7	151-164

Application for Apprenticeship

I am seeking an electrical trade apprenticeship with your organisation. My preference is for a Trainee Apprenticeship rather than an Indentured Apprenticeship.

A résumé is enclosed which highlights the practical experience I have acquired with qualified electricians and my availability for employment at the conclusion of my HSC studies in November 1990.

A message about an interview appointment can be telephoned to (09) 257.1593.

Application for Part-Time Employment

On those occasions when you are short of staff, your business could gain from my skills and willingness to work hard. This could be achieved without the cost to you of a full-time employee.

Services that I am eager to provide are manuscript reviews and appraisals, copy drafting, proofreading, research, indexing and general office tasks. My qualifications include a completed Arts degree from Monash University (majoring in English Literature and Language), three-quarters of a Law degree, and current honours work in Political Science. These studies have given me valuable experience in the use of English, an appreciation of style and composition, and skills in footnoting and indexing. I can honestly say that I have enjoyed this work.

In readiness for my approach to you, I have purchased and familiarised myself with the Style Manual for Authors, Editors and Printers (AGPS publication).

My university attendance requirements for the next nine months are only four hours a week, which means I am available during most business hours. I am eager to undertake any tasks assigned to me, both within and outside business hours.

Please call me to arrange an opportunity to meet.

Application for Cadetship

I would like to be considered for a Cadetship with your organisation. My tertiary education commences next month at the University of Western Australia, where I have been accepted by the Faculty of Engineering.

Mechanical projects have interested me for the past five years. Last year my school careers adviser arranged a work experience program for me with a local firm. For two weeks I worked in a large automotive workshop and this strengthened my interest in mechanical engineering.

Part-time employment in a garage helped me save sufficient money to buy an old car, which I have subsequently learnt to dismantle and reassemble.

I am writing to you because I have heard good reports about your training and the interest your firm takes in its employees. Reference material in our careers library at school has provided me with more information about your firm.

A summary of further information about me is enclosed. A message to arrange an interview with you can be left on 831.9452 (home).

Vacation Employment Application

My objective is to obtain employment with you for the period December to February. I am currently a full-time student in Business Studies at the SA Institute of Technology. In June next year I expect to graduate with a Bachelor of Business degree, majoring in Operations Management.

To supplement my studies, I have obtained regular casual work in a retail menswear store. From this experience I have gained some awareness of current business trends and of serving the public.

The vacation employment positions you have advertised appear to offer the scope for further practical work experience I know that I need. Employment with you would have the benefit of testing my aptitude for my first preference for a career and relating my studies to the practical world of work.

Please contact me or leave a message on 344.3916.

Letter Prior to Campus Interview

I was delighted to learn that your company will be recruiting at the business school, here at Charles Sturt University (Mitchell campus). As one of the December graduates, I'm immediately available for employment following graduation.

I have a strong Marketing background, enhanced by extensive activities with the school's Marketing Club, and useful work experience during vacations.

I'm enclosing my résumé for your perusal prior to your visit and very much look forward to our personal meeting on 22 October—I'm the first person on your schedule that morning.

Application for Management Trainee

Position as Marketing Trainee — Publishing

I wish to be considered as a candidate for your recently advertised position for a Marketing Trainee. I am keen to combine my marketing skills with my literary interest to launch a career in the Publishing industry.

As well as a Marketing Degree from Griffith University, I have 2 1/2 years of commercial experience with Burns Philp and Co Ltd, of which two years involved market, industry and product assessments for use by Divisional General Management.

Publishing and books have always held a passion for me. I was Editor of my official school magazine, as well as a regular reporter for the school newsletter; Editor of the Richlands Hockey Club newsletter and a regular contributor to newspapers on behalf of the Club.

I am eager to learn more of the challenges of the position. Please contact me to arrange an appointment.

Acceptance of Employment Offer

I am happy to learn that Whist and Ace wants me as an accounting trainee. I see this as an excellent opportunity and accept the offer.

I will be relocating to Sydney, as requested, by 25 January to commence your orientation program for new employees.

Thank you again.

Response to Advertisements

Your advertisement in Graduate Outlook has encouraged me to send my résumé for your review. I am keen to be considered for a position within your personnel department.

The high standard of your firm, and its position of leadership in the industry, is known to me through my personal research and my acquaintance with two of your employees, Mike Smith and Joanne Carruthers.

As Secretary of the School Social Committee and Chairman of the Drama Club, I learnt to appreciate the necessity of irregular working hours, retaining information confidentially, exercising my own judgement, as well as communicating effectively and maintaining good relationships with others.

Holiday jobs have helped me to learn about work situations and have provided a practical insight into business problems.

Please contact me about an interview by telephoning 481.3920.

Response to Advertisements

I would like to apply for the full-time position advertised by your company as a display trainee in the Fashion Department. Having nearly completed the Retail Training course at Sydney College of TAFE, I now feel prepared to take on the duties of such a position.

Earlier I completed a two-year Fashion Technology course at East Sydney TAFE. This gave me the necessary skills to be able to assess many aspects of garment assembly.

My enclosed résumé shows details of the subjects studied, plus evidence of other preparation for employment.

Please contact me on 906.9371. I am at home after 3.30 pm following my classes at TAFE.

Thankyou Letter to Referees

In your conversation with Mary Keating of J P Norman Pty Ltd, you must really have sung my praises. She told me that she wished that every prospective employee could come so warmly recommended.

Thanks to your help, the job is mine and I am to begin next Monday.

Unsolicited Application to Companies

I am interested in applying for a position with your store as a sales assistant. Preferably, I would like to work in the sports or electronic goods department, as I have had experience with these types of products. If there are no vacancies in these sections, however, I am confident that I would work just as well in another department.

I am near the completion of a merchandising course and feel confident I will be an effective sales assistant.

Would you please telephone me on 930.3742 to arrange an interview at any time?

Unsolicited Application to Companies

My purpose in writing to you is to enquire about full-time positions you may have available. I have just completed an apprenticeship as an Electrical Fitter Mechanic at Harringtons, South Melbourne. Through my own research I have found your company to be of a high standard and reputation.

If a vacancy should occur over the next three months in the electrical trades, I would like to be considered.

My enclosed résumé briefly outlines the activities from which I have learnt the meaning of hard work and developed my attitude towards working conscientiously for my employer.

Follow-Up after Interview

This note is to thank you for your courtesy in granting me an interview yesterday for the position of Manufacturing Trainee.

I am very interested in this position and feel confident that my motivation and studies will help me to perform competently the duties which you described. I feel particularly qualified to handle the part-time studies at the same time as following your job rotation plan through the Manufacturing Division.

Your interest and consideration are really appreciated and I am eager to learn of your decision.

11 Directory of Job Seeker Resources

This directory contains companies, contact names, addresses, telephone numbers and services provided for job seekers of all ages. Inclusion of a company or person in this Directory does not constitute an endorsement of their services. Readers should investigate and compare quality and range of services before engaging help.

Staff changes, altered addresses, telephone and fax numbers occur with bewildering frequency—but they all were verified at time of publication.

Companies are arranged alphabetically by State, and the key below shows the services they provide:

Key to Services Provided

1 Résumé Writing
2 Job Seeking & Interview Training
3 Career Change Assistance
4 Worklife Problem Resolution
5 Life Planning
6 Psychological Testing
7 Skills Analysis
8 Tertiary Education Selection
9 Adults
10 Teenagers

The following are the national offices, which can provide information on their services in different States, and in some cases will provide addresses and personal contacts which you can use:

Australian Association of Career Counsellors
c/- Geelong Grammar School
Geelong 3220
Telephone: (052) 73.9200
Contact: John Hendry, President

Institute of Personnel Management Australia
PO Box 508
Neutral Bay 2089
Telephone: (02) 908.3155
Contact: Ruby Tomkinson, Secretary

National Association of Personnel Consultants
PO Box A233
Sydney South 2000
Telephone: (02) 264.2000
Contact: Mary Reid

The exclusion of services provided by Federal and State Public Services should not be inferred as indicating any disrespect for them as resources to job seekers. Readers have easy access to their whereabouts by reference to the front section of local telephone directories.

ACT

Cameron & Associates
45 Tasmania Circle
Forrest 2603
Telephone: (06) 295.2540
Fax: (06) 295.2224
Contact: Trish or Warrington Cameron
Services: 1, 2, 3, 4, 5, 7, 9

Professional Careers Australia
Canberra House
40 Marcus Clarke Street
Canberra City 2601
Telephone: (06) 257.1010
Fax: (06) 247.0028
Contact: Gina Ritchie, Psychological Division
Services: 1, 2, 3, 4, 6, 7, 8, 9, 10

Wizard Personnel & Office Services
Suite 14, George Turner House
11 McKay Gardens
Turner 2600
Telephone: (06) 275.0750
Fax: (06) 275.0777
Contact: Julie Ahlstedt
Services: 2, 3, 6, 7, 8, 9, 10

Work Resources Centre
PO Box 48, Canberra 2601
Telephone: (06) 249.4484
Fax: (06) 257.6271
Contact: Narelle Milligan, Community Access Counsellor
Services: 1, 2, 3, 4, 5, 6, 7, 9, 10

NEW SOUTH WALES

Career Focus
Level 1, 83 Walker Street
North Sydney 2060
Telephone: (02) 955.1230
Fax: (02) 956.7430
Contact: Colleen Versluis
Services: 1, 3, 4, 6, 7, 8, 9, 10

Career Focus
ITeC Building, 36-42 Auburn Street
Wollongong 2500
Telephone: (042) 26.3508
Fax: (042) 26.4190
Contact: Max Morris
Services: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

The Centre for Worklife Counselling
1st Floor, 120 Prince Albert Street
Mosman Junction 2088
Telephone: (02) 969.4548
Fax: (02) 968.1827
Contact: Paul Stevens
Services: 1, 2, 3, 4, 5, 7, 8, 9

Excelquest Australasia Pty Ltd
Level 12
155 Castlereagh Street
Sydney 2000
Telephone: (02) 267.3855
Fax: (02) 264.3670
Contact: Sandra Patton
Services: 1, 2, 3, 5, 8, 9, 10

Graham Laurence & Associates
GPO Box 1163
Sydney 2001
Telephone: (02) 262.4760; (02) 94.8518
Fax: (02) 262.4760
Contact: Larry Mildwater
Services: 1, 2, 7, 9

Human Enterprises
280 Abercrombie Street
Chippendale 2008
Telephone: (02) 319.1690
Fax: (02) 319.0780
Contact: Paul Mitchell or Diana Fetter
Services: 1, 2, 3, 4, 5, 6, 7, 9, 10

Imogen Wareing & Associates Pty Ltd
Suite 4
942 Military Road
Mosman 2088
Telephone: (02) 968.1722
Fax: (02) 968.1827
Services: 1, 2, 3, 4, 5, 7, 9

Kate Ramsay Pty Ltd
Suite 8,137 Bayswater Road
Rushcutters Bay 2011
Telephone: (02) 361.4889
Fax: (02) 361.0875
Contact: Kate Ramsay
Services: 2, 3, 4, 5, 9

Lifechange
34 Oxley Street
Crows Nest 2065
Telephone: (02) 436.3055
Contact: Margaret Newman
Services: 4, 5, 9, 10

Perspectum Career Planning
4 Parkwood Grove
WEST PYMBLE NSW 2073
Telephone: (02) 499.2926
Contact: Geoffrey Davis
Services: 3, 4, 5, 6, 8, 9, 10

Retire*ED
70 Wellington Road
East Lindfield 2070
Telephone: (02) 416.1495
Contact: Jack and Mary Clark
Services: 1, 2, 3, 4, 5, 7, 9

Synergise Human Resource Consulting
PO Box 782
Lane Cove 2066
Telephone: (02) 418.6988
Fax: (02) 418.6456
Contact: Lawrence Fong
Services: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Val Street and Associates
Lyndhurst Mews
Suite 7, 415 Glebe Point Road
Glebe 2037
Telephone: (02) 660.4721
Fax: (02) 660.0501
Contact: Val Street
Services: 1, 2, 7, 8, 10

SOUTH AUSTRALIA

A E Whitford Pty Ltd
Suite 2, 6 Fifth Avenue
Glenelg 5045
Telephone: (08) 376.0866
Contact: Mr Whitford
Services: 1, 3, 4, 5, 6, 8, 9, 10

Accent on Skills
19 Christie Avcenue
Christies Beach 5165
Telephone: (08) 384.1876
Contact: Julie Moran
Services: 1, 2, 3, 4, 5, 7, 8, 9, 10

Accord Professional Services
1st Floor
41 Dequetteville Terrace
Kent Town 6057
Telephone: (08) 364.1722
Fax: (08) 364.4554
Contact: Rod Wenham
Services: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Adelaide Psychology Consultants
145 King William Road
Hyde Park 5061
Telephone: (08) 373.0999
Fax: (08) 373.0230
Contact: Graham Quinton
Services: 2, 3, 4, 5, 6, 8, 9, 10

Key to Services Provided

1 Résumé Writing
2 Job Seeking & Interview Training
3 Career Change Assistance
4 Worklife Problem Resolution
5 Life Planning
6 Psychological Testing
7 Skills Analysis
8 Tertiary Education Selection
9 Adults
10 Teenagers

Adelaide College of TAFE
Career Counselling Service
Light Square
ADELAIDE SA 5000
Telephone: (08) 213.0397
Contact: Annie Guthrie, Robert Elmer
Services: 1, 3, 4, 5, 6, 8, 9, 10

Dulwich Centre
345 Carrington Street
Adelaide 5000
Telephone: (08) 223.3966
Contact: Jane Tiggeman
Services: 2, 3, 4, 5, 6, 7, 8, 9, 10

Flinders University
Careers & Occupational Psychology Unit
Sturt Road
BEDFORD PARK SA 5041
Telephone: (08) 201.2832
Fax: (08) 201.3036
Contact: Su Upton or Julie Moran
Services: 1, 2, 3, 4, 5, 7, 8, 9, 10

QUEENSLAND

Axiom Professional Services
Central Plaza
PO Box 924
Beenleigh 4207
Contact: David Butterworth
Telephone & Fax: (07) 807.3243
Services: 1, 2, 7, 9

Corporate Consulting Services Pty Ltd
1st Floor
2 Baroona Road
MILTON QLD 4064
Tel: (07) 369.8499
Fax: (07) 369.5051
Contact: Allan Smith and Glen Somerville
Services: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Louise Kear - Career Strategies
27 Fleetway Street
Morningside 4170
Telephone: (07) 399.1264
Contact: Louise Kear
Services: 2, 3, 5, 7, 9

Occupational Psychology Services
40 Normanby Terrace
Normanby 4059
Telephone: (07) 832.4653
Fax: (07) 870.4013
Contact: Rod Davies
Services: 1, 2, 3, 4, 6, 7, 8, 9, 10

VICTORIA

Career-Wise Pty Ltd
6 Derrick Street
Kew 3101
Telephone: (03) 861.5789
Fax: (03) 862.1668
Contact: Guna Celms
Services: 2, 3, 6, 7, 8, 9, 10

Clark Career Specialists
51 Turner Street
Abbotsford 3067
Telephone: (03) 827.1977
Fax: (03) 417.6641
Contact: Judy Clark

Robert J Bisdee & Associates Pty Ltd
22 Allenby Avenue
Malvern East 3145
Telephone: (03) 885.4716
Fax: (03) 510.9392
Contact: Dr Bob Bisdee, Director
Services: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Waite Consulting Management Group
24th Floor, 459 Collins Street
Melbourne 3000
Telephone: (03) 629.6333
Fax: (03) 629.8929
Contact: Peter Waite or Noel Waite
Services: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Key to Services Provided

1 Résumé Writing
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9 Adults
10 Teenagers

WESTERN AUSTRALIA

Career Change Consulting
Suite 2
92 Forrest Street
Cottesloe 6011
Telephone: (09) 385.2159
Fax: (09) 383.2707
Contact: Judith Hamilton, Director
Services: 1, 2, 3, 4, 5, 7, 9, 10

Career Development Services
70 McKenzie Street
Wembley 6014
Telephone: (09) 387.6832
Contact: Elaine Valton
Services: 1, 2, 3, 4, 5, 7, 8, 9, 10

Get To Work
PO Box 1079
Midlands 6056
Telephone: (09) 274.6054
Fax: (09) 274.5996 (Attn: W Smith)
Contact: Wayne or Wendy Smith
Services: 1, 2, 3, 4, 6, 7, 8, 9, 10

R W Taylor & Associates Pty Ltd
5 Leura Street (PO Box 897)
Nedlands 6009
Telephone: (09) 389.8482
Fax: (09) 389.8517
Contact: Richard Taylor
Services: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Transitions - Career & Personal Counselling Services
28 Landsdowne Road
Kensington 6151
Telephone: (09) 367.1307
Contact: Vincent Jones
Services: 1, 2, 3, 4, 5, 7, 9, 10

TASMANIA

Bowden Gilmore & Hunn
2 Brooke Street
Hobart 7000
Telephone: (002) 23.8088
Fax: (002) 23.7604
Contact: David Hunn

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Public Servant to Private Sector
Returning to Workforce after Extended Travel Period
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Schoolteacher to Private Sector
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